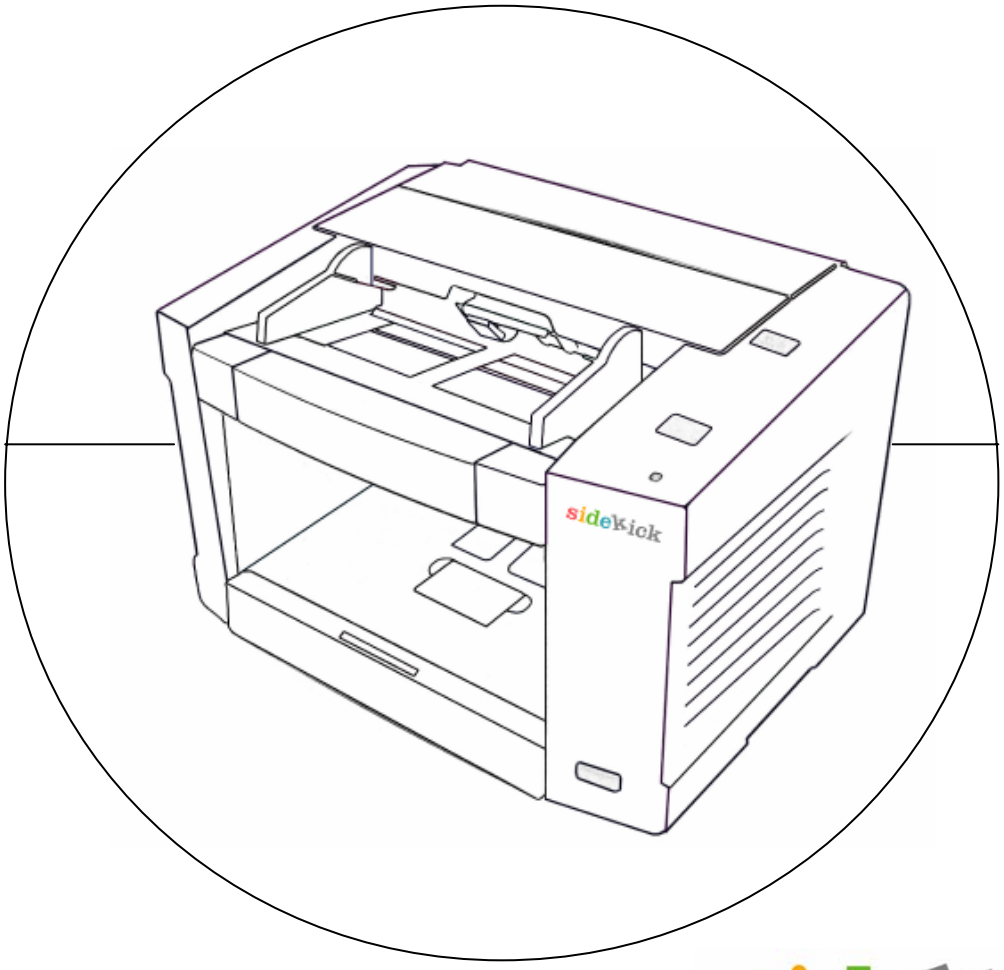
BÖWE BELL+HOWELL

Sidekick Operator Manual



sidekick
Color Scanner

Model 1200/1400/1400u

Part Number S005545 – E

Böwe Bell + Howell Scanners

Please read this manual for proper operation and maintenance of the scanner. Keep this documentation in a safe place for future reference.

Disclaimer

The instructions and descriptions contained in this document were accurate at the time of publishing. However, succeeding products and documents are subject to change without notice. Therefore, Böwe Bell + Howell Scanners, L.L.C. assumes no liability for damages incurred directly or indirectly from errors, omissions, or discrepancies between the product and this document.

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➔ **NOTE:**

The information given in this Operator Manual is subject to change without notice. Please go to www.bbhscanners.com to download the most current manual.

Federal Communications Commission Requirements

(For United States only)

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC Warning: To assure continued FCC compliance, the user must use only shielded interface cable and the provided power supply cord. Also, any unauthorized changes or modifications to this equipment would void the user's authority to operate this device.

(For Canada)

THIS CLASS A DIGITAL APPARATUS COMPLIES WITH CANADIAN ICES-003

CET APPAREIL NUMÉRIQUE DE LA CLASSE A EST CONFORME Á LA NORME NMB-003 DU CANADA.

WARNING:

- TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR ANY TYPE OF MOISTURE.
- THE ELECTRICAL OUTLET MUST BE NEAR THIS EQUIPMENT AND MUST BE EASILY ACCESSIBLE.

1400u Only

As an ENERGY STAR® Partner, Böwe Bell + Howell has determined this product meets the ENERGY STAR® guidelines for energy efficiency.

Thank You

Thank you for purchasing a Böwe Bell + Howell Sidekick Scanner Model 1200/1400/1400u – the compact, by your side, all-in-one scanner.

Your scanner comes with everything you need to connect and operate a desktop scanning solution with no need to purchase additional cables or even software. The Sidekick bundle consists of the scanner, a USB 2.0 cable, VirtualReScan® (VRS) image enhancement technology and Capio™ scanning application software[1].

Sidekick scanners are designed to be reliable, easy to connect, and easy to maintain. They are also designed to handle a variety of sizes and types of documents.

Please take a few minutes to review this user manual. It contains the detailed information you need to get the most out of your Sidekick scanner.

About Sidekick

Your Sidekick scanner offers the following features:

- Simplex and Duplex scanning
- Black and White, Grayscale, and Color scanning
- Automatic document feeder that holds up to 120 pages
- Ultrasonic multi feed detection (1400u model only)
- VRS technology for exceptional image quality
- USB 2.0 cable for immediate “plug and play” connectivity

Specifications

System Requirements

CPU	Pentium IV, 1.4 GHz or higher
Memory	Black & White Scanning: - Minimum 256 MB - Recommended 512 MB or higher for scanning speed Color Scanning: - Minimum 512 MB - Recommended 1 GB or higher for scanning speed
OS	Windows® 2000, Windows® XP Professional, Windows® XP Home Edition
Interface	USB 2.0 (Standard) SCSI (Alternate) See page 59

Please consult the scanner application user manual for additional system requirements.

➔ **NOTE:** ———————————————————————

- **Prior to scanning, remove all staples and paper clips from pages**
- Do NOT duplicate currency
- Do NOT duplicate copyrighted material or the work of others except for the purpose of private use
- Do NOT duplicate any kind of certificates, licenses, passports, official or private documents

Types of documents to avoid:

- Overhead projector sheets, other plastic films, cloths or metallic sheets
- Paper with irregularities such as tabs, staples, paste, etc.
- Documents with wet ink
- Thick or irregular documents such as envelopes, documents that are glued together, etc.
- Copying paper such as carbon paper
- Damaged or wrinkled documents
- Irregularly shaped documents
- Photographs
- Heat sensitive paper
- Coated paper
- Thick plastic cards (example: credit cards, identification cards)

Scanner Specifications

Item		Model 1200	Model 1400	Model 1400u
Scanning face		Duplex		
Scanning method		CIS (Contact-type color image sensor) Front & Back sides Background: Black sensor roller		
Scanning speed [1]	Binary 200 dpi	Simplex Approx. 23 pages/min. Duplex Approx. 42 images/min.	Simplex Approx. 43 pages/min. Duplex Approx. 76 images/min.	
Letter size portrait	Color 150 dpi	Simplex Approx. 10 pages/min. Duplex Approx. 18 images/min.	Simplex Approx. 19 pages/min. Duplex Approx. 34 images/min.	
Scanning speed [1]	Binary 200 dpi	Simplex Approx. 22 pages/min. Duplex Approx. 40 images/min.	Simplex Approx. 41 pages/min. Duplex Approx. 72 images/min.	
A4 size Portrait	Color 150 dpi	Simplex Approx. 9 pages/min. Duplex Approx. 16 images/min.	Simplex Approx. 18 pages/min. Duplex Approx. 32 images/min.	
Multi feed Detection		Length		Ultrasonic
Resolution		Binary or Grayscale: 100-600 dpi Color (with VRS): 100-400 dpi Optical: 600 dpi		
Output Options		Binary, Grayscale (8 bit) and Color (24 bit)		
Image Enhancement		VRS Cropping, Deskew, Brightness and Contrast Control		
Paper	Size	Onion Skin paper to Card Stock 2.0 x 2.8 in. (50.8 x 70 mm) to 8.5 x 25 in (216 x 356 mm)		
	Thickness	Single paper feeding: 2.0 to 5.9 mils (0.05 to 0.15 mm) Continuous paper feeding: 2.36 to 5.9 mils (0.06 to 0.15 mm) Note: 1 mil = 1/1000 in.		
	Weight	Single paper feeding: 10.7 to 33.9 lbs. (40 to 127 g/m^2) Continuous paper feeding: 13.3 to 33.9 lbs. (50 to 127 g/m^2) Note: 1 lbs = 3.75 g/m^2		
Interface (Transfer rate)		USB 2.0 (cable included) 50 pin Dual Port SCSI III		USB 2.0 (cable included)
Feed tray capacity		120 sheets [17 lbs. (64 g/m^2)]; 100 sheets [20 lbs. (75 g/m^2)]		

Item		Model 1200	Model 1400	Model 1400u
External dimensions (Width x Depth x Height)		14 x 12.5 x 9.25 in. (35.5 x 32 x 24.1 cm) With Tray Extended: 14 x 19.75 x 10.6 in. (35.5 x 50 x 27 com)		
Weight		18.7 lbs. (8.5 kg.)	20.1 lbs. (9.1 kg.)	
Power requirement		AC 100– 120V 50/60 Hz (US model) AC 220 – 240V 50/60 Hz (EU model)		
Power consumption	Maximum (Scanning)	1A 37W (100-120V) 0.5A 38W (200-240V)	1A 50W (100-120V) 0.5A 50W (200-240V)	
	Minimum (Standby)	0.3A 17W (100-120V) 0.2A 19W (200-240V)	0.35A 17W (100-120V) 0.2A 19W (200-240V)	0.3A 17W (100-120V) 0.2A 19W (200-240V)
	Sleep mode	0.15A 6W (100-120V) 0.1A 8W (200-240V)	0.15A 6W (100-120V) 0.1A 8W (200-240V)	0.1A 3.5W (100-120V) 0.1A 6W (200-240V)
Operating temperature and humidity		Temperature: 59 °F to 86 °F (15 °C to 30 °C) Humidity: 30% to 80% RH		
Storage temperature and humidity		Temperature: 32 °F to 95 °F (0 °C to 35 °C) Humidity: 10% to 80% RH		
Accessories		Power cord, USB 2.0 cable, Roller cleaning paper, CD-ROM(s)		
Additional Features		End User Replaceable Feeder and Sensor Rollers Electronic Color Dropout (Red, Green, Blue)		
Application Connectivity		VRS with Image Control, VRS enabled ISIS and TWAIN drivers Direct ISIS and TWAIN drivers		
Bundled Software		Capio™ Scanning Capture Software[2]		
Consumable Options		Roller Exchange Kit S005503 (Black) or S005511 (White) Roller Cleaning Kit S005504 White sensor roller S005505	Roller Exchange Kit S005503 (Black) or S005511 (White) Roller Cleaning Kit S005504 White sensor roller S005505 Pre-Scan Front-Page Imprinter Kit 0123060 (1400 model only) Pre-Scan Front-Page Imprinter Kit 1400u 0123085 (1400u model only) Ink Cartridge S005506	

Note
[1] The scanning speed depends on the test environment and differs depending on the host computer operating environment or application.
[2] US models only

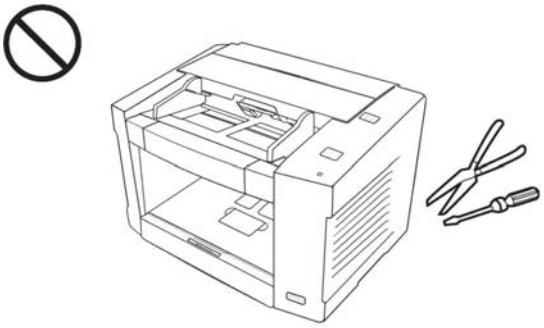
Safety and Precautions

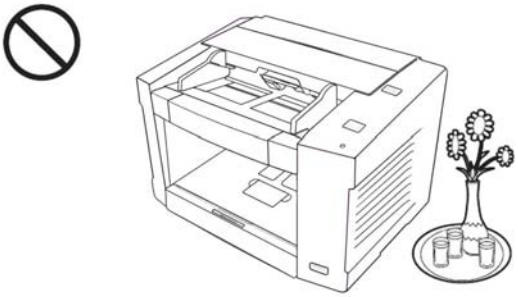
CAUTION:

The following precautions are recommended to extend the life of the scanner and for your safety.

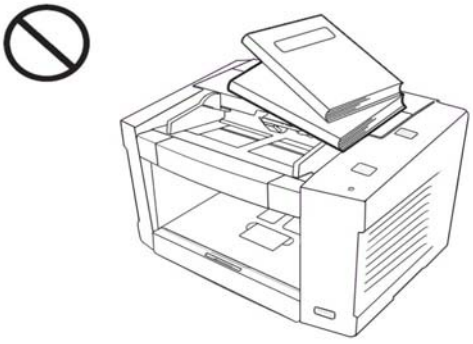
- **Prior to scanning, remove all staples and paper clips from pages.**

- Do not disassemble the scanner. This will void your warranty.

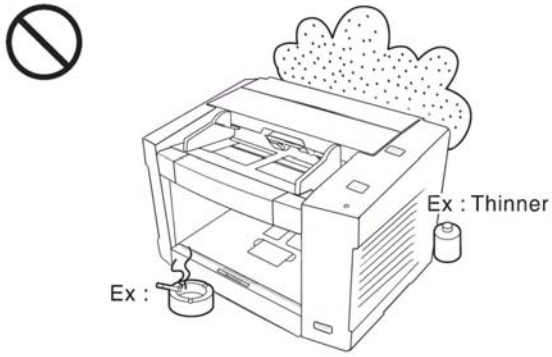




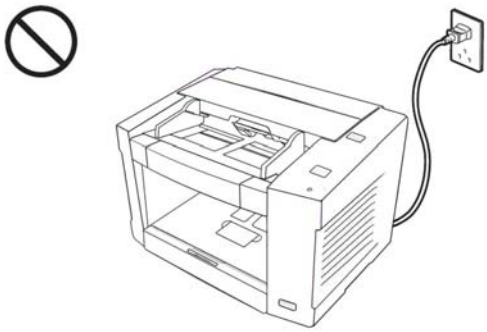
- Do not place any liquids near the scanner. Accidental spillage of liquid into the scanner may cause severe damage. If this occurs, turn the scanner off, unplug the power cord and call for service.



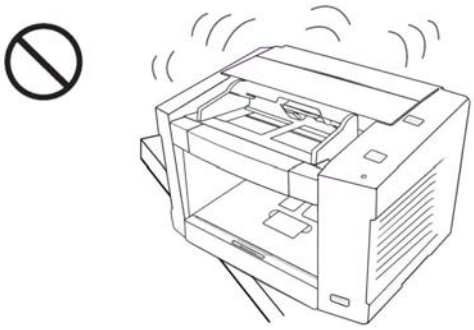
- Do not place books, paper or other items on the scanner.



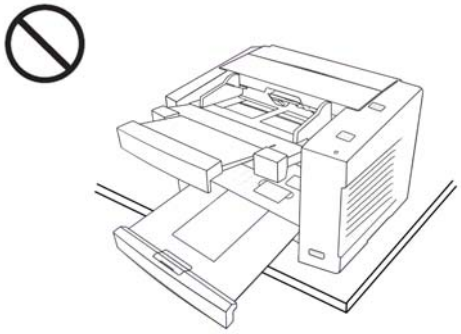
- Do not place the scanner in an area where there is a lot of smoke, dust, chemical fumes or vibration.



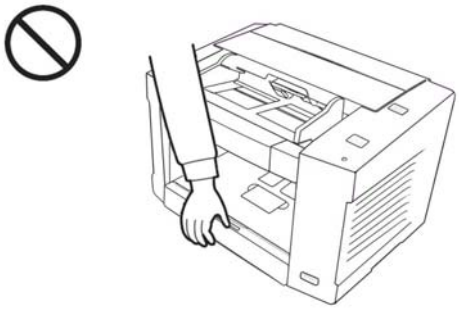
- Do not leave the power cord plugged into the AC outlet if the scanner is not used for an extended period.



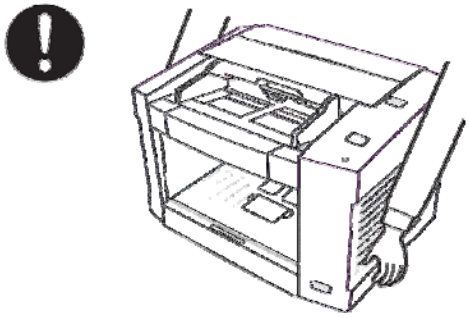
- Do not place the scanner on an uneven or unstable surface.



- Do not use the extended tray as a table.



- When carrying the scanner, do not use the trays as handles.

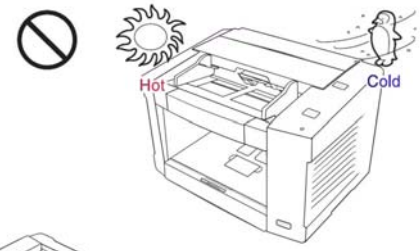


- When carrying the scanner, hold both side grips.
- Do not insert your finger into the back slot of the scanner.

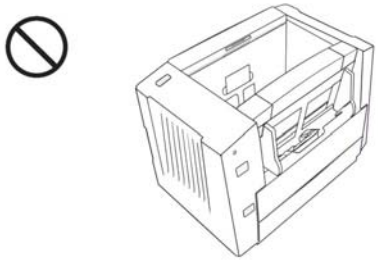
Operating Environment

CAUTION:

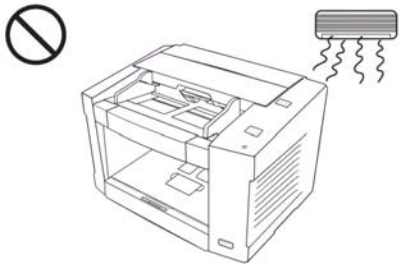
- Do not place the scanner in direct sunlight or in a cold draft.



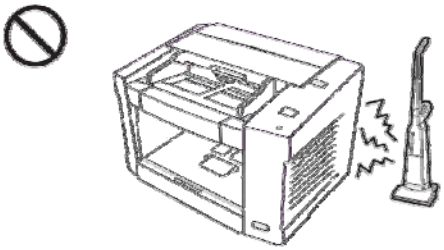
- Do not use the scanner in a vertical position.



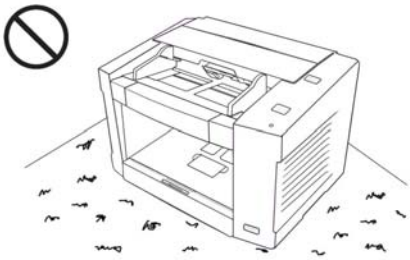
- Do not place the scanner near a heating appliance or an air conditioning vent. Do not place the scanner in a room with extremely high or low humidity.



- Do not place the scanner near other appliances generating large electro-magnetic noise.



- Do not place the scanner on carpet. Static electricity can cause the scanner to malfunction.



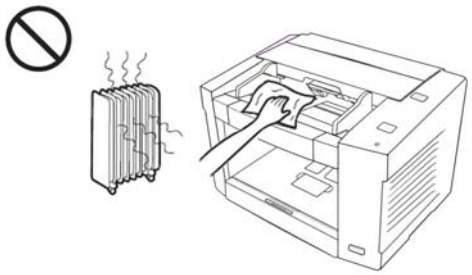
Roller Cleaning Paper

➔ NOTE:

Before using the roller cleaning paper, please read these instructions completely. Keep these instructions for future reference.

WARNING:

- Keep away from fire.
- Do not drink or inhale the roller cleaning paper fluid.
- The roller cleaning paper may be harmful to your skin. Please use protective gloves.
- Do not use the roller cleaning paper near a heater or open flame. This may cause a fire.
- Do not store the roller cleaning paper in direct sunlight or in a location over 104°F (40°C).
- Only use the roller cleaning paper to clean the rollers and scanning area.



- If you need more information about the roller cleaning paper, please refer to the Material Safety Data Sheet (MSDS) available upon request at Böwe Bell + Howell Scanners.

CAUTION:

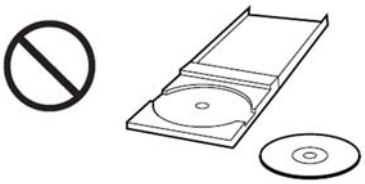
- The scanner should be used only with the power cord that is supplied by the manufacturer.
- Use a voltage level that does not vary more than 10% from the voltage level marked on the nameplate (located on the back side of the scanner).
- Do not use an extension cord.
- The scanner must be connected to a grounded outlet.
- Do not use a line conditioner, transient suppressor or surge protector.

CAUTION:

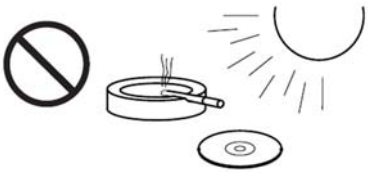
To prevent accidental damage to CD-ROMs:

- Do not touch or write on the surface of the disc.

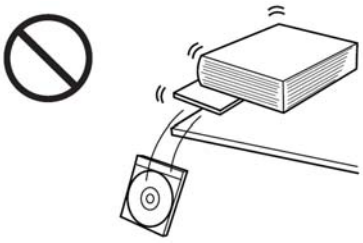
- Do not leave the disc out of the protective case.



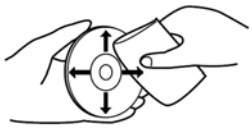
- Do not leave the disc in direct sunlight or near heat sources.



- Do not place heavy objects on the disc case or drop the case.



- To clean the disc, hold the disc by its edges and wipe it from the center to the edges with a dry, soft cloth.

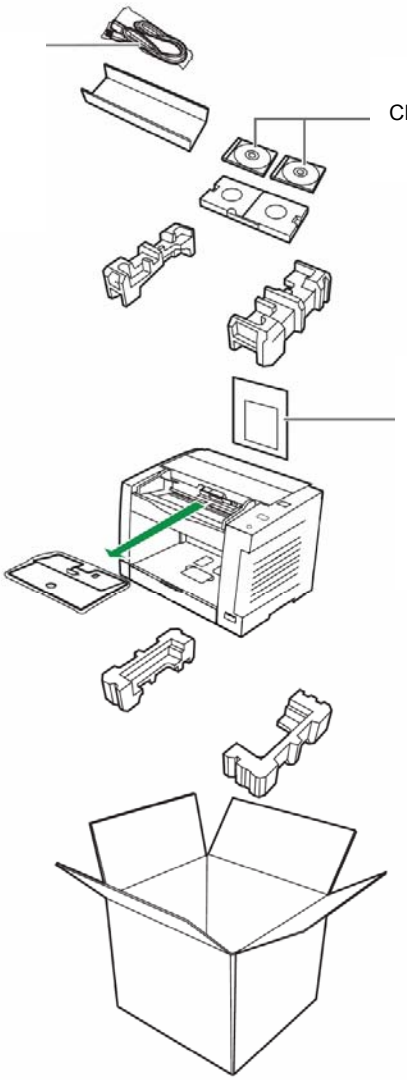


Installing the Scanner

Unpacking

Please check that all parts are included before installing the scanner.

- Power and USB cables



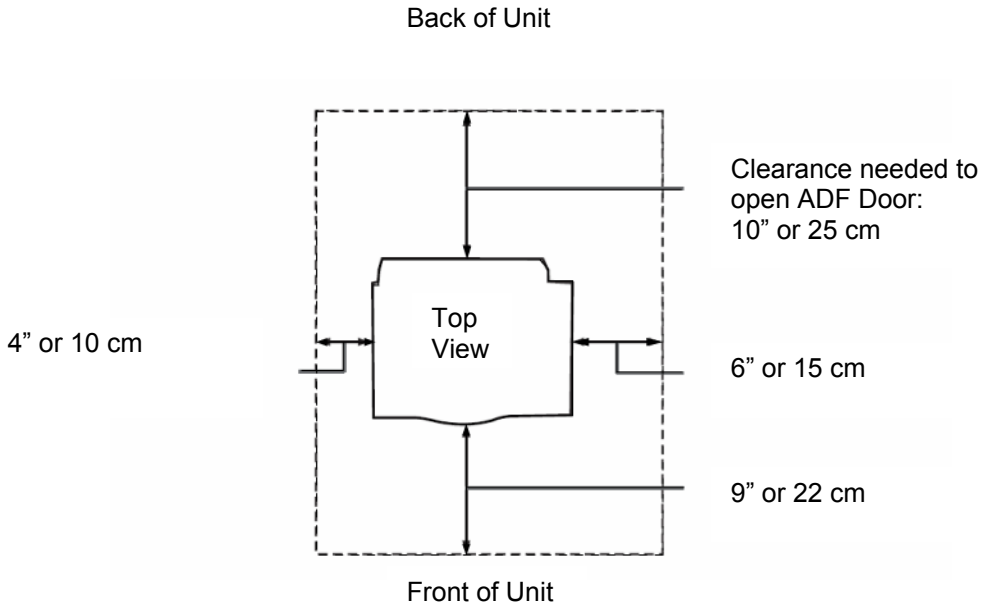
- Reference documents
- Roller cleaning paper

➔ **NOTE:** _____

It is highly recommended that you keep the original carton and all packing materials in case you need them later. Please refer to the Repacking Instructions. See page 60.

Minimum Space Requirements

Be sure to maintain the recommended space requirements for proper ventilation.



Component Identification

A - Document Guides

B - Paper Feed Roller

C – Feed Tray

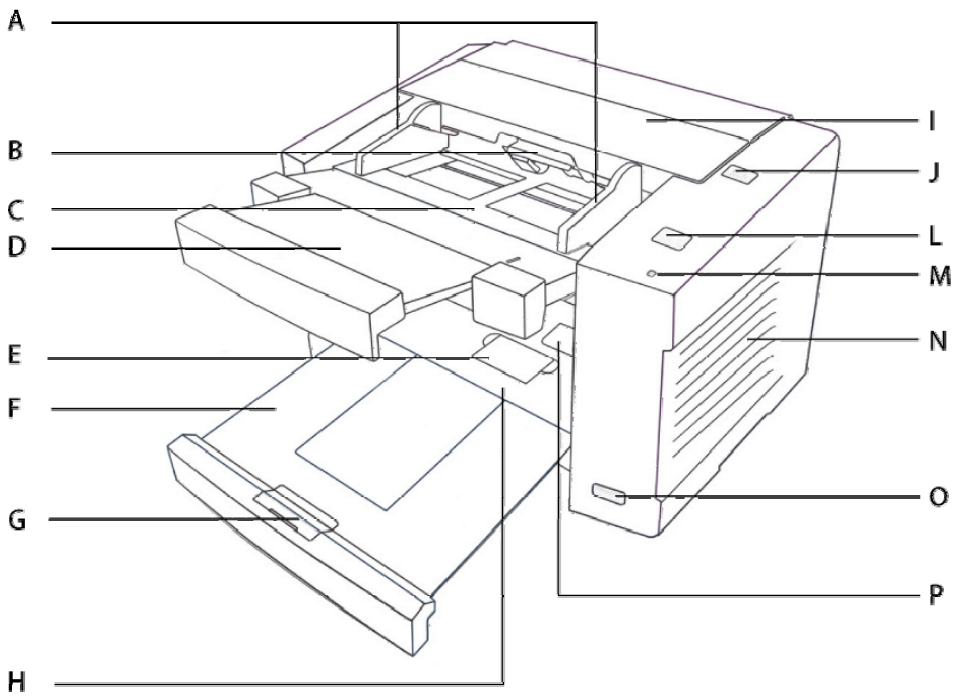
D – Feed Extension Tray

E – Business Card Stopper

F – Exit Extension Tray

G – Exit Stopper

H – Exit Tray



I – ADF Door

J – ADF Door Release

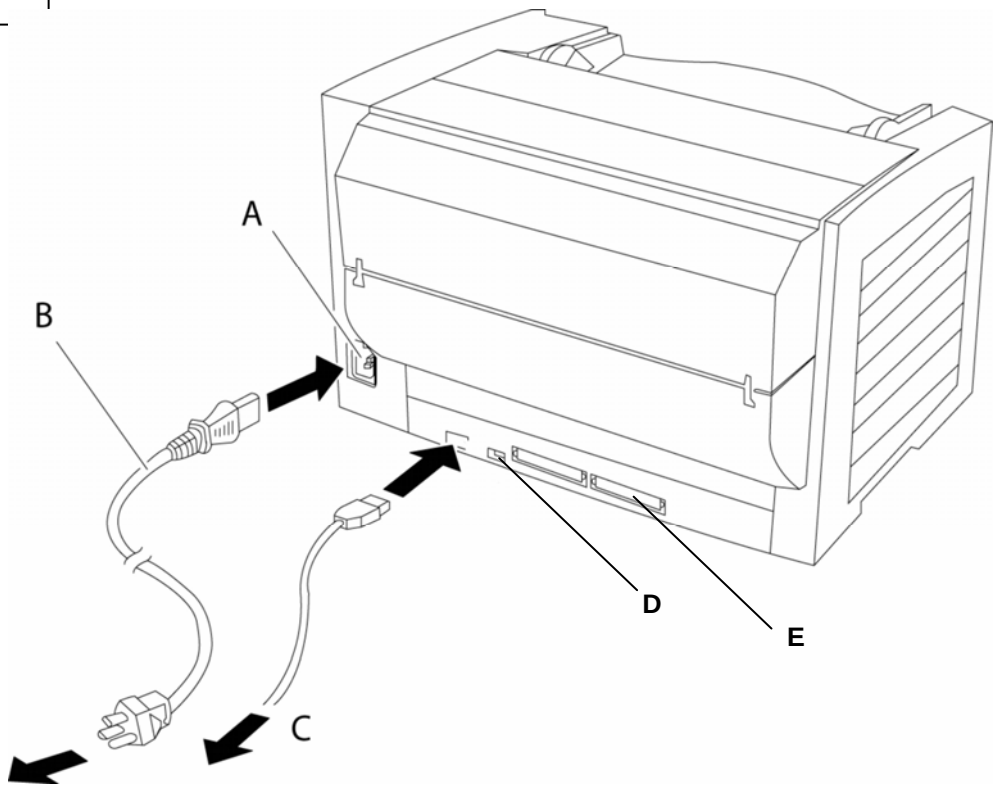
L – Stop / Start Button

M – LED

N – Radiation Vent

O – Power Switch

P – Business Card Guides



A – AC Inlet

B – Power Cord
(shown for 100 – 120V)

C – USB Cable Type B

D – Dip Switch
(1200/1400 Model Only)

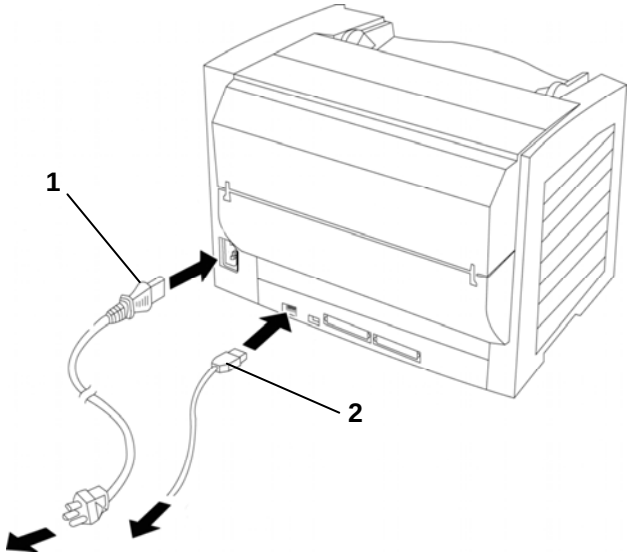
E – SCSI Connection
(1200/1400 Model Only)

CAUTION:

- Use only the power cord that is supplied by the manufacturer.
- Use the USB interface cable (supplied) that is certified as Hi-Speed by USB-IF.
- Do not connect the scanner to a USB hub. It is not guaranteed to work.
- Power Requirements: AC outlet
  AC 100 – 120 V, 50/60 Hz
  AC 220 – 240 V, 50/60 Hz

1 Plug in the scanner Power Cord.

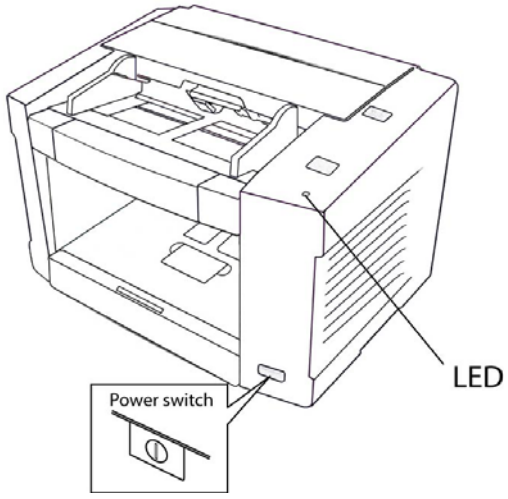
2 Connect the supplied USB cord at the back of the scanner to an available 2.0 USB port on the host Personal Computer.



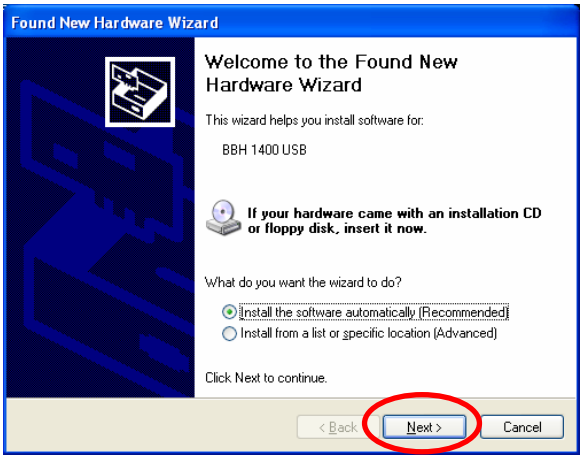
3 Turn on the host Computer. You must log on as an Administrator, insert the Sidekick Resource Installation CD and follow the installation steps.

For further instructions please refer to the *Sidekick Installation manual*.

4 After the software installation, turn the scanner on by pressing the power switch. The LED will now light. Windows will detect the scanner and launch the Found New Hardware dialog box

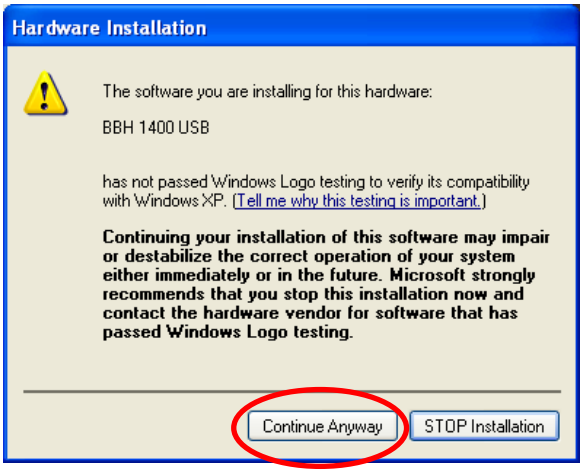


5 Follow the Windows New Hardware detect wizard.

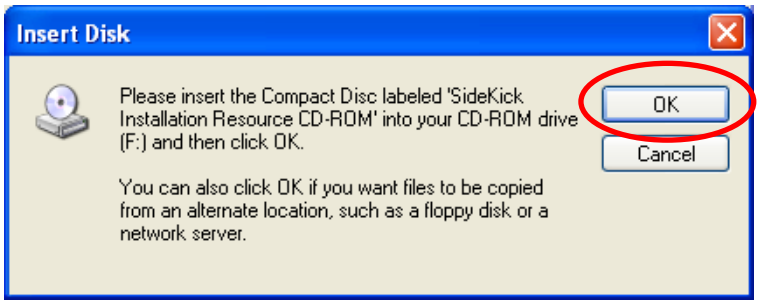


If you have Windows XP, a compatibility message will appear.

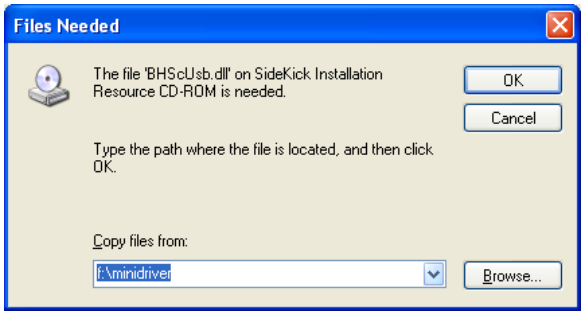
- Click *Continue Anyway*



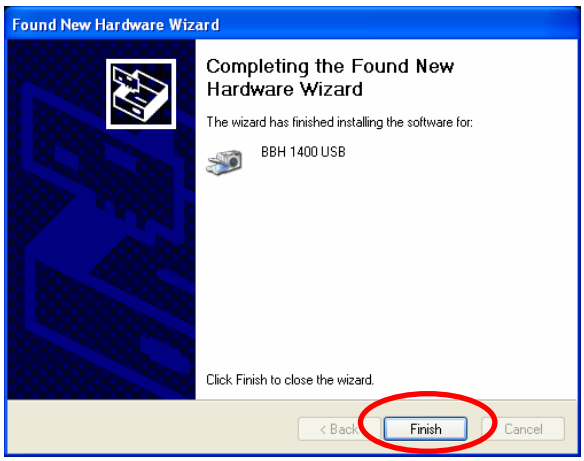
6 Insert the Sidekick CD into the host PC..
NOTE: The drive letter will vary depending on where your computer CD-ROM drive is located.



- Click *OK*.
- If files cannot be found you will be prompted to browse to locate the file.



6 Found New Hardware Wizard will now complete the installation of the Driver.



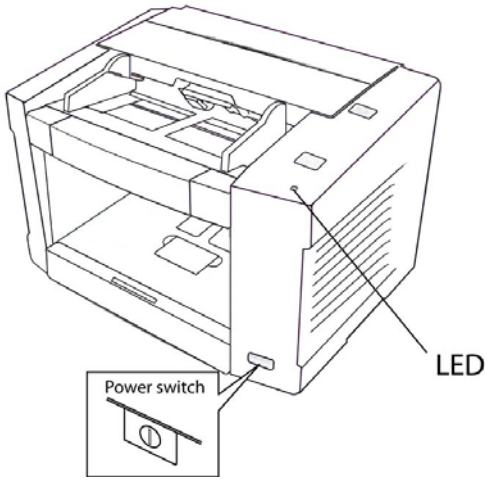
- Click Finish and restart the computer.

Operating the scanner

Turning on the Scanner

1 Turn on the scanner.

- Press the power switch. The LED will now light.

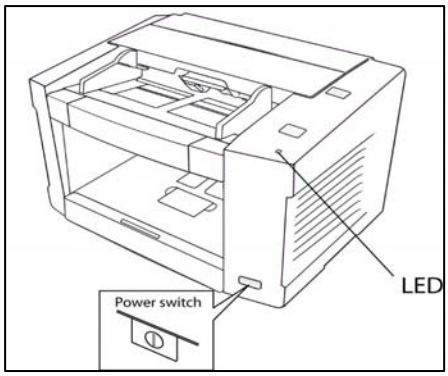


2 Turn on the host computer after the scanner's LED light is green.

LED indicator

The LED indicates the status of the scanner as follows:

LED Light	Status
Green	Ready to scan or scanning
Green (flashing)	Sleep mode
Orange	Ready to scan or scanning with warning [1]
Orange (flashing)	Initializing Sleeping with warning [1]
Red	An error occurred [2]

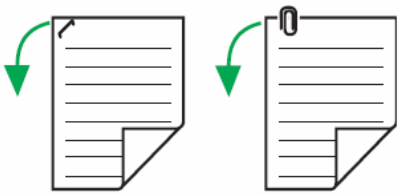


[1] The rollers need to be cleaned or replaced.
[1], [2] Check the status of the scanner using the BBH User Utility.

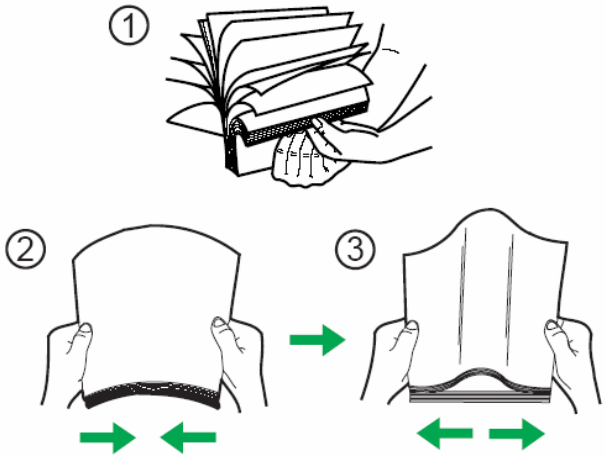
Loading Documents

CAUTION:

- **Prior to scanning, remove all staples and paper clips.**



1 Documents that have been stapled together or stacked together (as in a file folder) should be separated.



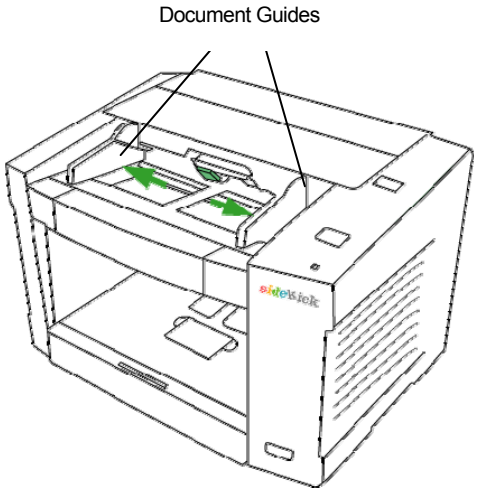
① Fan the stack of documents to separate all the edges.

② Hold both ends and bend the documents as shown in the illustration.

③ To flatten the documents, hold firmly then pull apart as shown in the illustration.

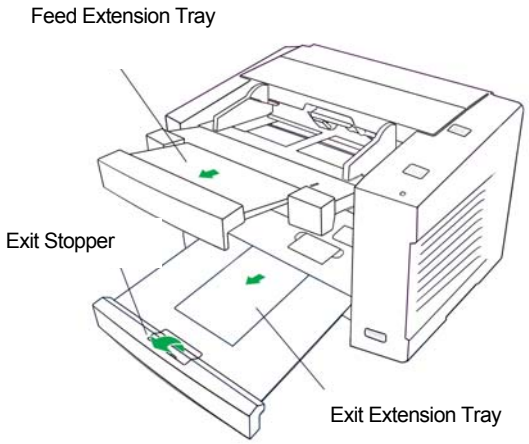
Repeat these steps as necessary.

2 Carefully align the documents.

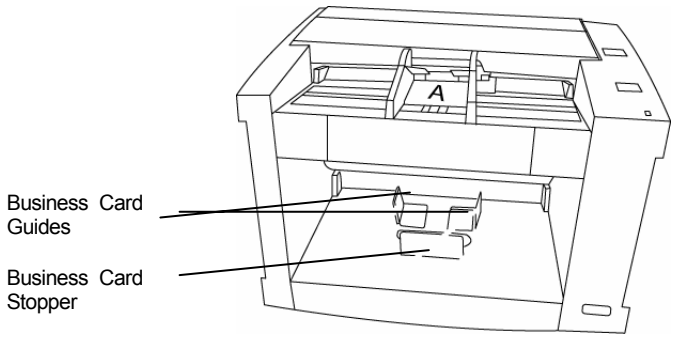


3 Adjust the document guides wider than the actual size of the documents.

4 When scanning paper that is longer than the feed tray, pull out the feed extension tray and the extension tray as shown in the figure below.



- When scanning small documents such as business cards, raise the business card guides and the business card stopper.

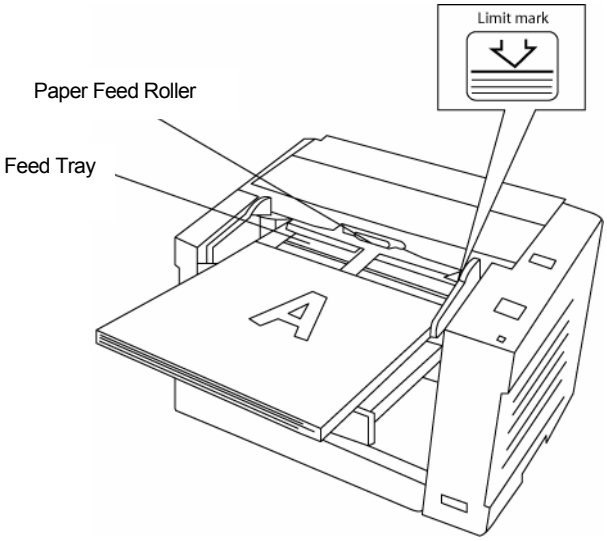


CAUTION:

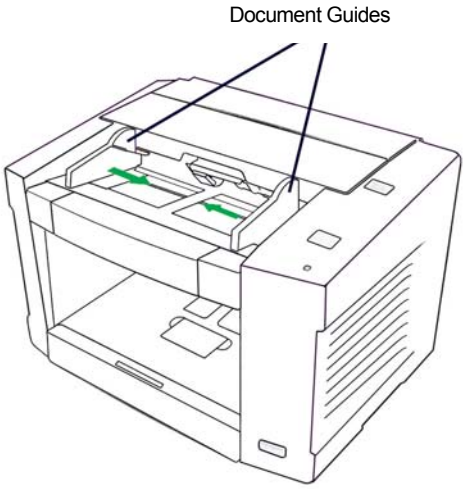
- Do not use the business card guides and the business card stopper for larger documents. It will cause paper jams.

5 Place the documents on the feed tray with the side to be scanned facing up.

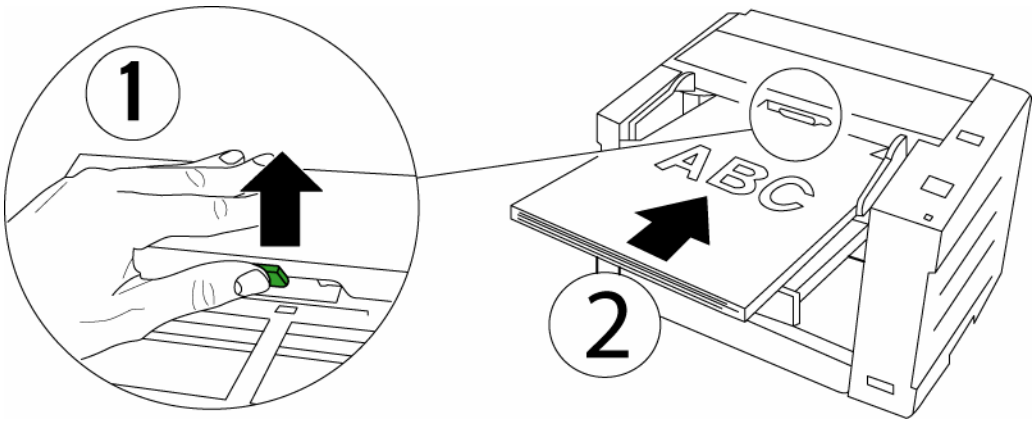
- Be sure to place the documents on the feed tray as shown in the figure below.
- The quantity of documents should not exceed the limit mark on the document guide. This may cause a paper jam or skew.



6 Adjust the document guides to the size of the documents.



7 Insert the documents under the paper feed roller.



① Lift the paper feed roller as shown in the figure.

② Insert documents in the direction of the arrow until they stop under the paper feed roller.

➔ **NOTE:**

Paper size:

2.0 x 2.8 in (50.8 x 70 mm) to 8.5 x 25 in. (216 x 356 mm)

Paper thickness:

Onionskin to card stock.
Single paper feed: 2.0 to 5.9 mils (0.05 to 0.15 mm)
Continuous paper feed: 2.36 to 5.9 mils (0.06 to 0.15 mm)

Paper weight:

Single paper feed: 10.7 to 33.9 lbs. (40 to 127 g/m^2)
Continuous paper feed: 13.3 to 33.9 lbs. (50 to 127 g/m^2)

WARNING:

Your warranty will be voided if you scan documents with staples, paper clips, or thick plastic documents like credit cards. Feeding these items may cause scratches on the CIS glasses resulting in permanent vertical streaks in the image.

CAUTION:

If you scan other types of documents, paper jamming or multiple-sheet feeding may occur.

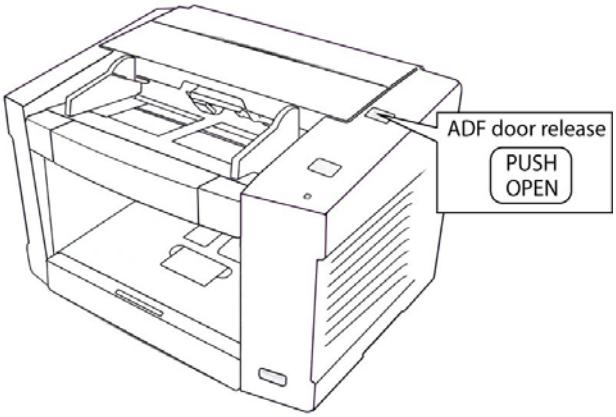
- Scanning paper such as carbon or carbonless paper may cause skewing, paper jamming or multiple-sheet feeding because it makes the rollers dirty and chemicals can cause rollers to swell.
- The quantity of documents in the feeder should not exceed the limit mark on the document guide. This may cause a paper jam or skew.
- Be sure to remove the documents from the exit tray after they are scanned.
- When you scan an irregular or fragile document, you should make a copy and then scan the copy.
- When scanning a curled or folded document, flatten the document before feeding it.

Clearing Paper Jams

Torn documents, thin documents or creased documents may cause paper jams. If a paper jam occurs, remove the jammed sheet according to the following procedure.

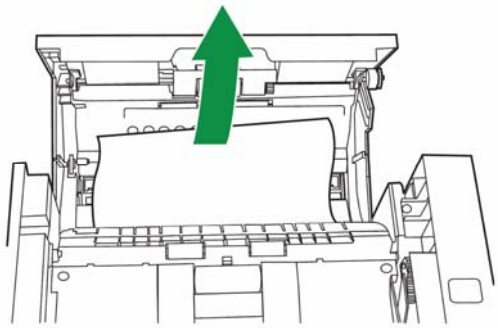
Removing paper jams from the feeder

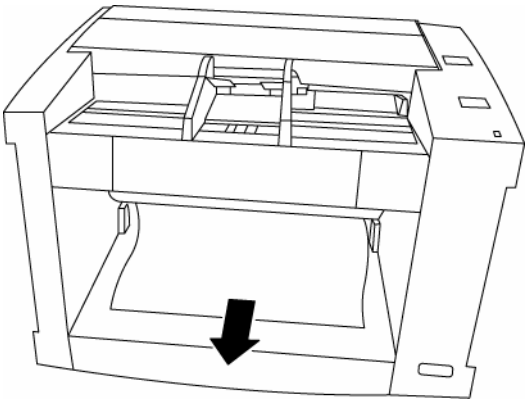
1 Push the ADF door release button to open the ADF door.



2 Remove the jammed document.

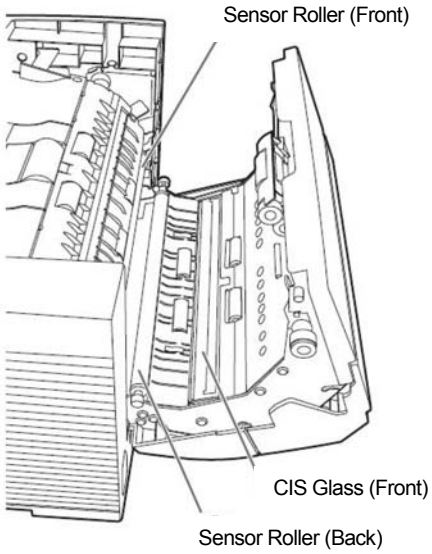
- If the jammed document remains in the feed tray, pull it up.
- If the jammed document appears in the exit tray, remove it from the exit side.





3 Make sure that the sensor rollers are installed properly before closing the ADF door.

- If the sensor rollers are removed, reattach the sensor rollers. See page 47.

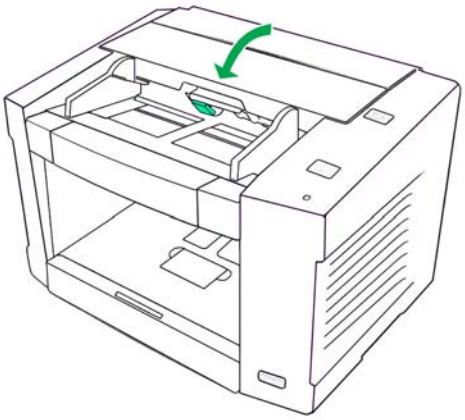


4 Close the ADF door.

- When you close the ADF door, close it securely until the door is locked.

CAUTION:

- Do not slam the ADF door.



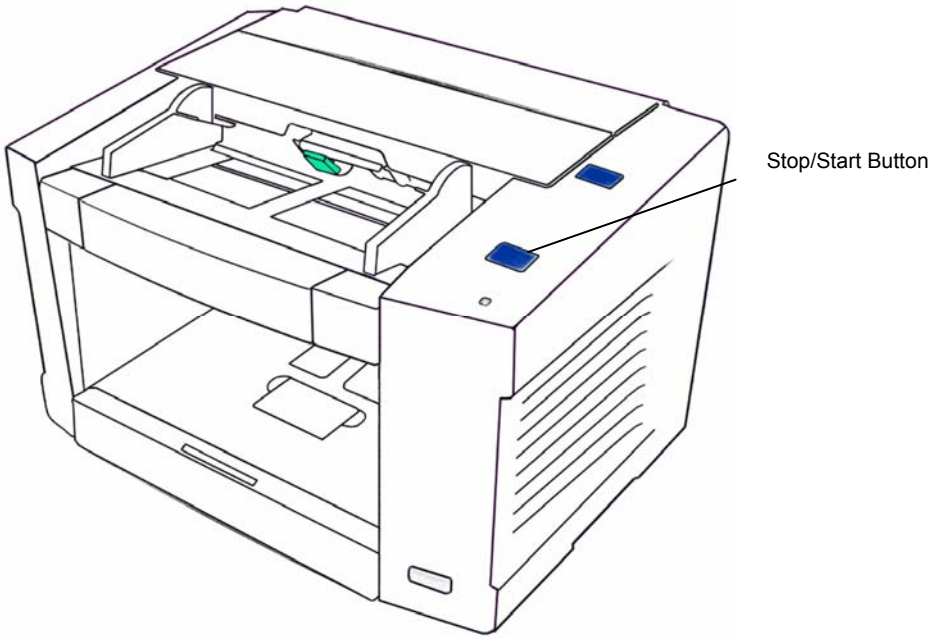
Stop/Start button operation

The scanner Stop/Start Button has different functions depending on the mode of operation.

Emergency Stop mode (default)

If the scanner is running and feeding paper, press the blue Stop/Start button to immediately stop the paper in the scanner. This is the default mode of operation.

Follow the Clearing Paper Jams steps to remove the paper jammed in the scanner.



Start Feed mode

See Wait for Start button mode description page 32.

Multifeed Ignore (1400u Only)

When double feed detect is set to stop(the default setting) you can enable the Multifeed Ignore Functionality

Multifeed Ignore enables you to allow a single page to go through the scanner without having the scanner stop for a multifeed condition. Multifeed Ignore can be used with envelopes, documents with attached notes, documents with photographs or any other document that is comprised of two overlapping items. The Multifeed Ignore function works for only the top document in the scanned batch, once the scanner has been set up for Multifeed Ignore. If you require multiple documents to go through the scanner that will trigger the scanner to stop because of a multifeed, consider modifying the multifeed settings. Refer to "Detect Double Feed" for instructions on how to do this.

If a multifeed error occurs, remove the document from the ADF (Automatic Document Feeder) by opening the ADF or by pressing the STOP/START button.

Press and hold the STOP/START button for 2 seconds until the LED light alternates between green and orange. When this occurs, the scanner is in Multifeed Ignore mode. Re-insert the document in which you want to ignore the multifeed on top of the document stack and place on the ADF.

Either re-initiate the scan within your scanning software, or the scanner will automatically begin scanning again.

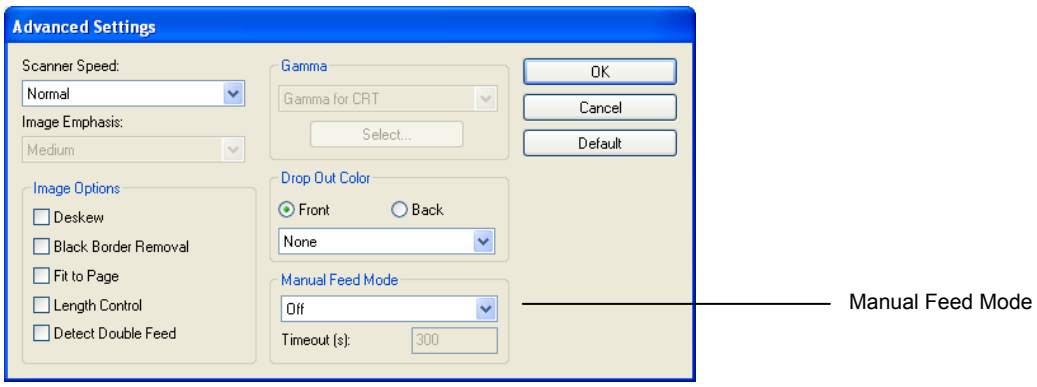
➔ NOTE:

The Multifeed Ignore function only works for one document at a time. Once a document goes through, the scanner will stop if a new multifeed condition occurs.

To clear the Multifeed Ignore feature, open either the imprinter door, the top of the ADF or the bottom of the ADF

Feed Modes

If the Scan Application (such as Capio™) supports the *Advanced Scanner Settings*, the scanner can be configured in either **Automatic**, **Manual** or **Wait for Start** feed modes via operator selection of the *Advanced Settings - Manual Feed Mode*.



Automatic Document Feeding –Default mode-

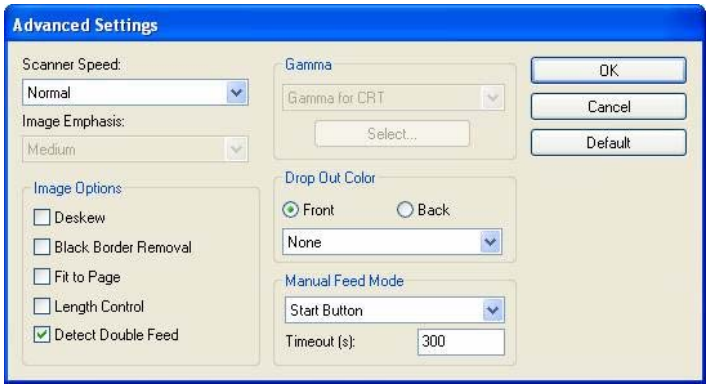
Set *Manual feed Mode* selection to *Off*.
Load the documents in the scanner and click the *Start Batch* button (or button with similar name) in the Scan Application to start scanning the batch of document from the application. The scanner paper feed rollers will automatically start and stop to feed the documents in the scanner. This is the standard mode of operation.

Manual Feed

Set *Manual feed Mode* selection to *On*.
Click the *Start Batch* button (or button with similar name) in the Scan Application and start feeding manually the batch of documents one by one in the feed rollers. As the lead edge of a document comes close to the feed rollers, the paper feed rollers will automatically start and feed the document in the scanner.
Use this mode when feeding mixed document types that are difficult to separate and typically cause multi-feed problems.

Wait for Start to Feed

Set *Manual feed Mode* selection to *Start Button*.



In this mode, the operator can manually control the START and the STOP of a batch using the Stop/Start button.

① Click the *Start Batch* button (or button with similar name) in the Scan Application. Note that the scanner will not start feeding as it is waiting for the Start button.

② Load document(s) under the paper feed roller.

③ Press the Stop/Start button to START scanning.

The scanner will start scanning and will continue till the feeder is empty or till the operator presses the Start/Stop key to STOP the batch.

④ During the Scan operation, press the Stop/Start button to STOP scanning. This is not an emergency stop as the scanner will first complete scanning the document then stop prior feeding the next document.

The operator now manually controls the scanner START and STOP document feed operation. Continue between steps 2, 3 and 4 till you need to close your batch with the Scan Application.

Detect Double Feed (1400u Only)

This function detects the feeding of more than one sheet at a time. If a double feed is detected, you can opt to be notified. The default setting for this function is stop.

➔ NOTE:

With this function, ultrasonic waves are aimed at the document to detect double feed by the level at which the waves pass through the sheets. The function can detect double feed even when sheets are superimposed exactly on top of each other, but it may not be detected properly with some paper thicknesses and when creasing and other factors are present.

When important documents are to be scanned, check the number of document sheets and the number of scanned image sheets.

When scanning a document containing paper in different sizes, double feed can be detected when this function is selected.

The default for Detect Double Feed is ON.

1. Navigate to your scanning application and select **Settings**.
2. Click the **More** button in the Settings dialog box.
3. Select the **Detect Double Feed** button in the **Feeding Features** section of the Advanced Settings dialog box.
4. If the Detect Double Feed function operates incorrectly, adjust the sensitivity level by selecting one of the levels in the **Sensitivity** drop-down list.

High	Select this when feeding thin documents.
Normal	This is the standard sensitivity.
Low	Select this when feeding thick documents.

5. Select one of the following from the **Action** drop-down list:

Beep	Signal alert
Stop Scanning	Stops the scanning process for operator attention. This is the default setting.

If a Multifeed occurs, remove the document from the ADF (Automatic Document Feeder). For instructions on removing papers jams, refer to Clearing Paper Jams Either separate the multifed pages and/or reinsert the document(s) into the ADF and press the STOP/START button to resume scanning.

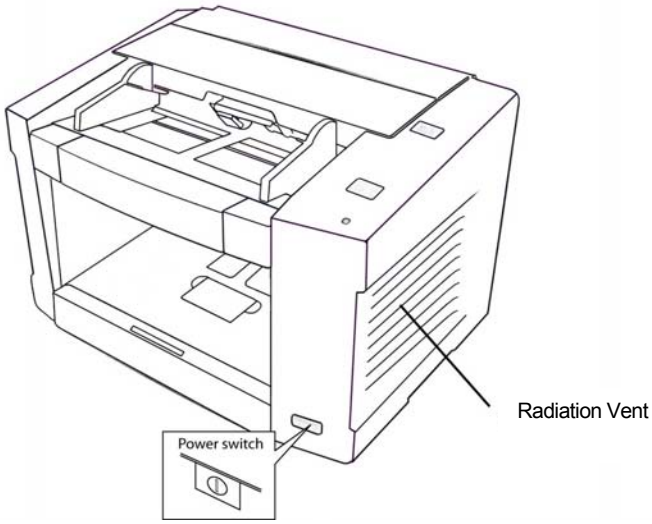
Operator maintenance

Cleaning outside of the scanner

Clean the scanner at least once a month.

1 Turn the power off.

2 Clean the cover with a soft cloth.



3 Remove dirt and dust from the radiation vent with a brush.

Cleaning inside the scanner

Clean the scanner at least **once a week or every 20,000 scans**, whichever comes first.

1 Clean the rollers and sensors if paper jamming, marking or multiple-sheet feeding occurs frequently. See page 36.

2 Clean the CIS front and back glass and sensor rollers if vertical lines appear on the scanned images. See page 39.

3 To maintain proper scanning, clean the scanner components frequently and use clean paper.

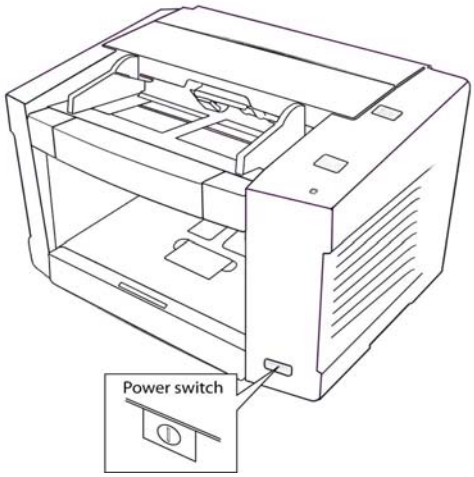
Cleaning the Rollers and Sensors

Roller cleaning paper:

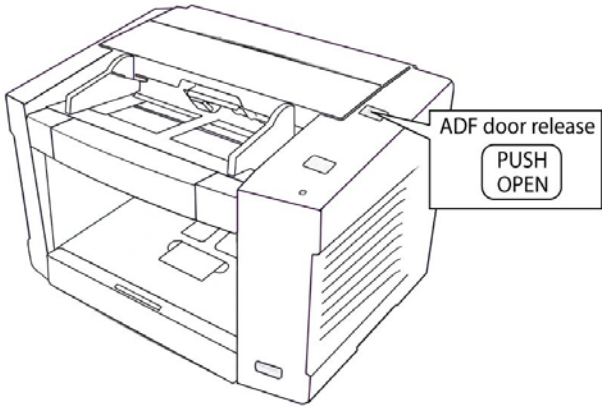
- Open the bag and take out the roller cleaning paper.
    - If the roller cleaning paper bag is left opened for a long period of time, the alcohol will evaporate. Please use the roller cleaning paper immediately after opening the bag.

      For supplies and accessories visit our Böwe Bell + Howell Scanners store at www.bbhscanners.com

1 Turn the power off.

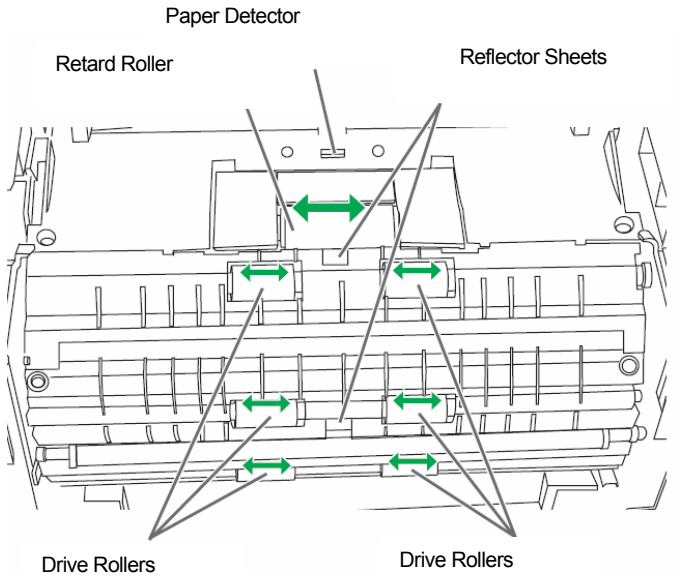


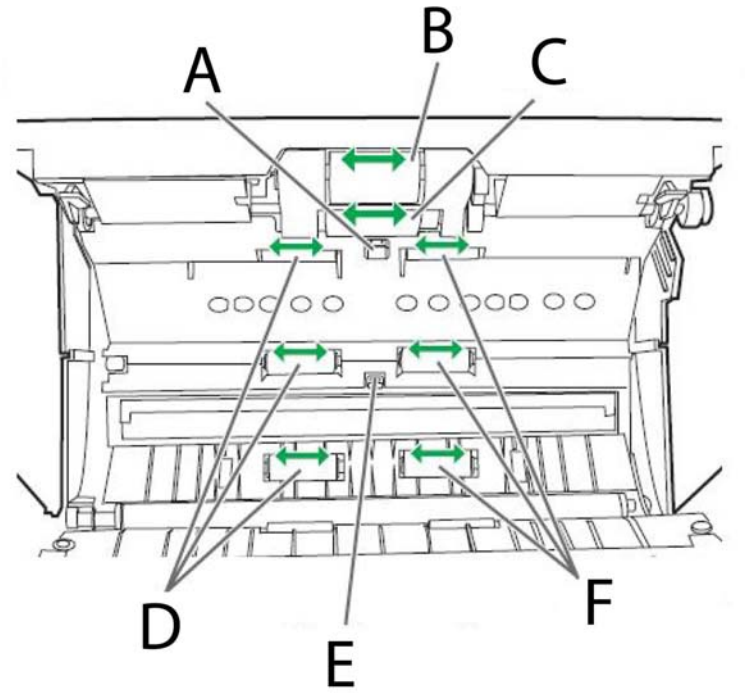
2 Push the ADF door release to open the ADF door.



3 Use the roller cleaning paper to remove dirt from the surfaces of the retard roller, paper feed roller, separation roller, six drive rollers and six free rollers. Also, remove dust on the paper sensors (Paper detector, Waiting sensor, Starting position sensor) and reflector sheets with a cotton swab.

- When wiping off dust or dirt from the roller surfaces, hold the rollers to prevent them from rotating, and wipe the rollers all the way around, proceeding from one end to the other in the direction of the arrows shown below.





A – Waiting Sensor

B – Paper Feed Roller

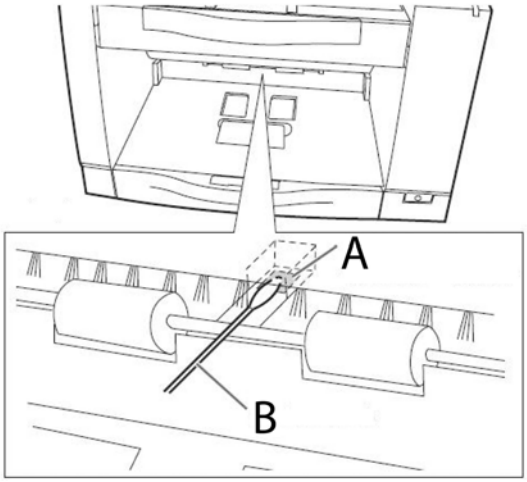
C – Separation Roller

D – Free Rollers

E – Starting Position Sensor

F – Free Rollers

4 Clean the reflector sheet for the ending sensor.

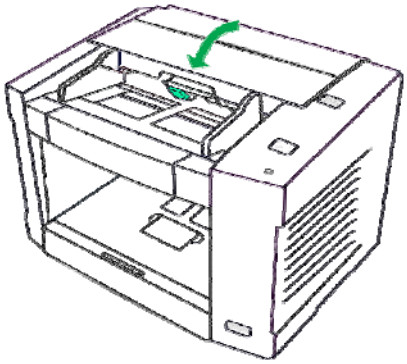


- Remove dust on the reflector sheet of the ending sensor with a cotton swab.
- The reflector sheet is behind the shaft.

A – Reflector Sheet for Ending Sensor
B – Cotton Swab

5 Make sure that the sensor rollers are installed properly before closing the ADF door.

6 Close the ADF door. When you close the ADF door, close it securely until the door is locked.
Do not slam the ADF door.

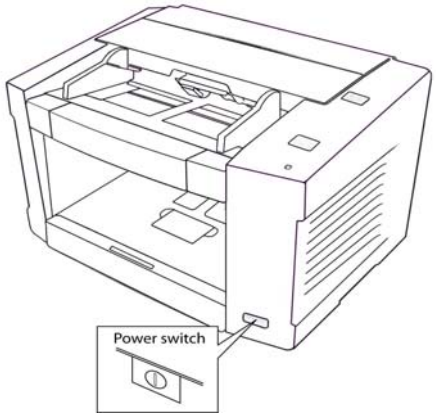


7 Clear the roller cleaning counter with the BBH User Utility.

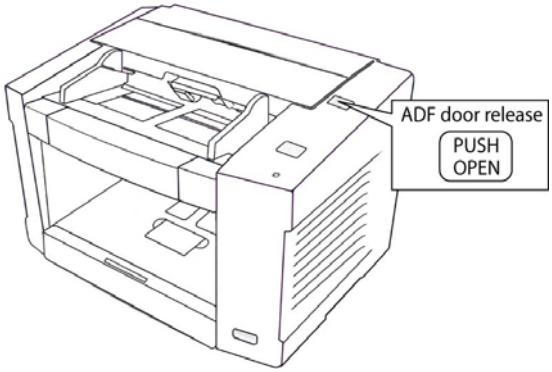
- After cleaning the rollers, click *Clear Counter* button for *After Clean Roller* in the BBH User Utility. See page **Error! Bookmark not defined.**.

Cleaning the CIS Glass and Sensor Rollers

1 Turn the power off.

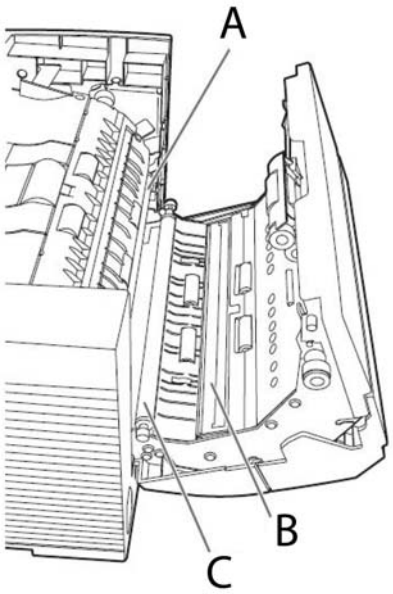


2 Push the ADF door release to open the ADF door.



3 Clean the CIS front and back glasses, and the sensor rollers using the roller cleaning paper.

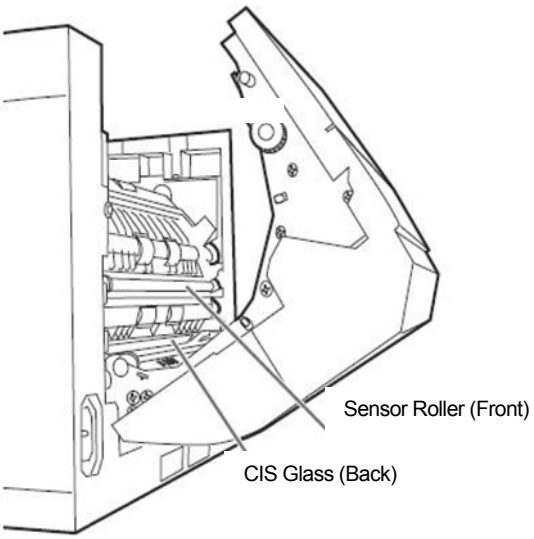
- If the sensor rollers are removed while cleaning, re-attach them after cleaning.



A - Sensor Roller (Front)

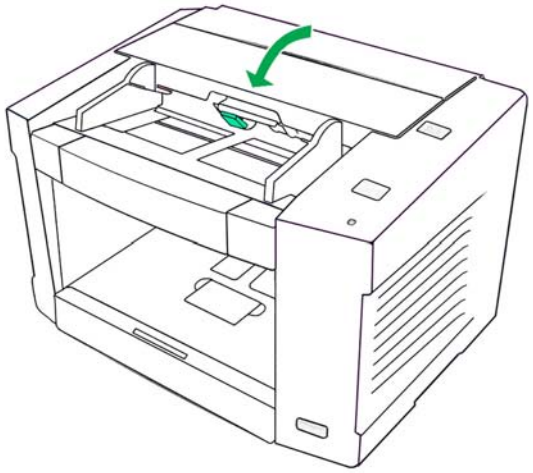
B – CIS Glass (Front)

C – Sensor Roller (Back)



4 Close the ADF door.

- When you close the ADF door, close it securely until the door is locked. Do not slam the ADF door.



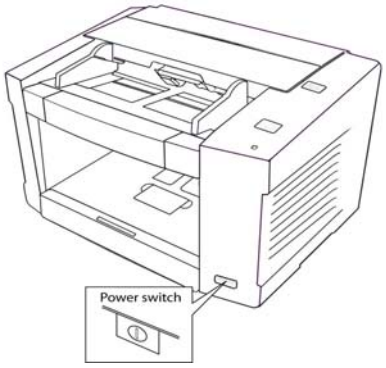
Replacing Consumables

The consumable parts are available from the reseller where you purchased your scanner. For supplies and accessories visit www.bbhscanners.com for more information.

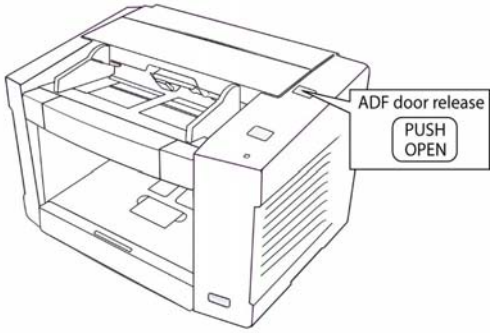
Replace the Feed Roller module, Retard Roller module and Sensor Rollers together **every 300,000 scans** or sooner if cleaning inside the scanner no longer improves paper jamming, slipping, multi-feeding, marking and similar feeding problems.

Replacing the Paper Feed Roller Module

1 Turn the power off.

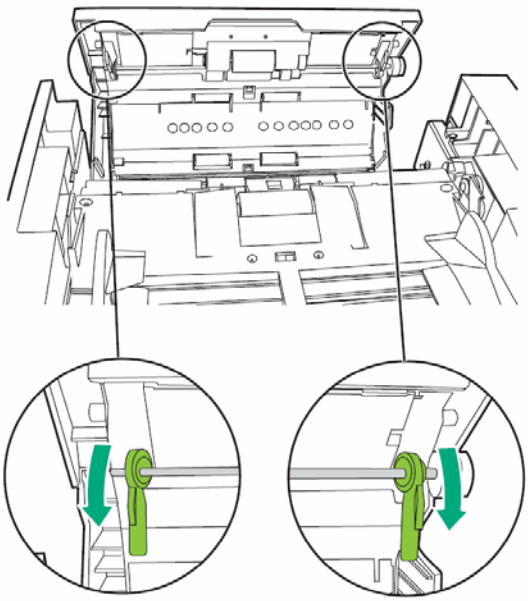


2 Push the ADF door release to open the ADF door.



3 Push the two green levers down at both ends of the paper feed roller module to unlock the paper feed rollers.

- When moving the green levers, do not apply pressure in any direction other than shown by the arrows, otherwise the levers may break.

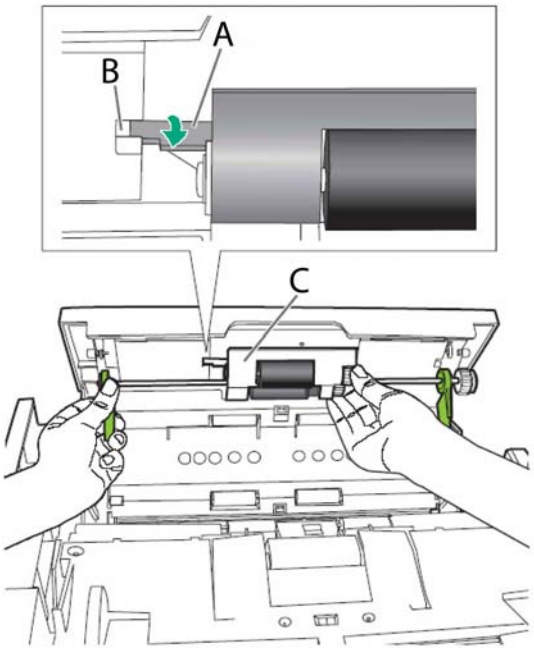


4 Remove the paper feed roller module, holding up the paper feed case along the groove of the feed cover to pull the claw out of the case.

A – Claw

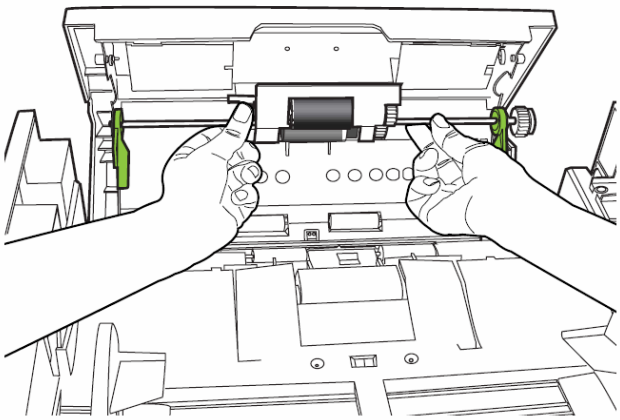
B – Groove

C – Paper Feed Case



5 Install the new paper feed roller module with its gear on the right.

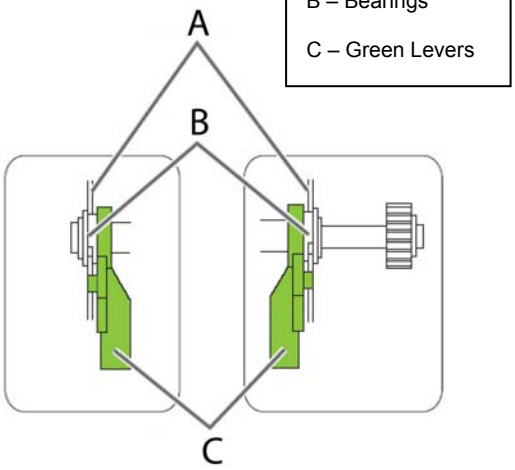
- Hang both ends of the paper feed roller module.
- While slightly lifting the paper feed roller module, pass the claw along the groove of the feed cover.
- Attach the bearings at both ends of the paper feed roller module into the guide grooves of the chassis.



A – Chassis

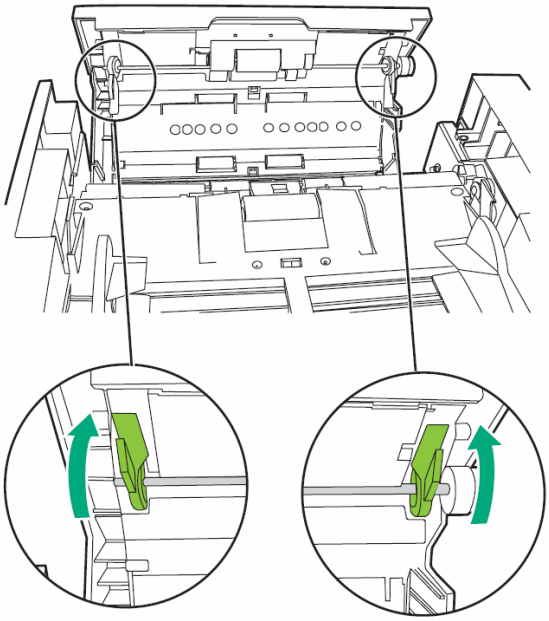
B – Bearings

C – Green Levers

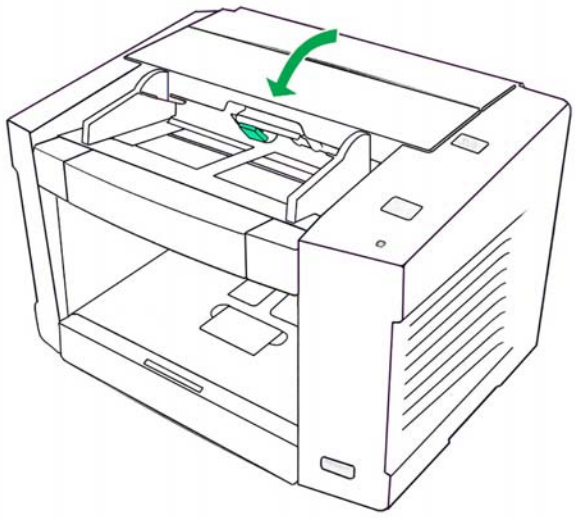


6 Push up the green levers at both ends in the direction of the arrows until they click into place.

- After installing the paper feed roller module, confirm that the feed rollers can be moved lightly in the vertical direction.

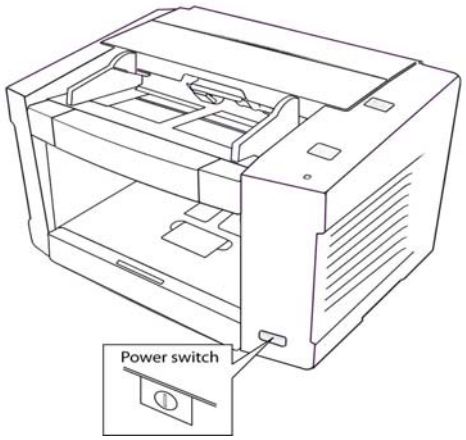


7 Close the ADF door. When you close the ADF door, close it securely until the door is locked. Do not slam the ADF door.

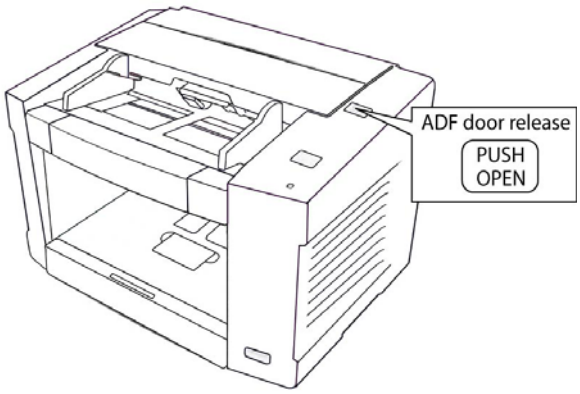


Replacing the Retard Roller Module

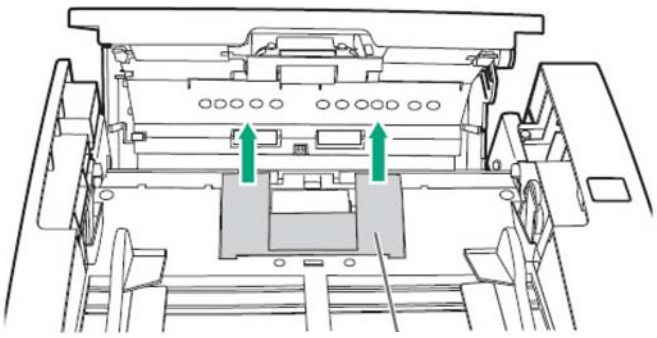
1 Turn the power off.



2 Push the ADF door release to open the ADF door.

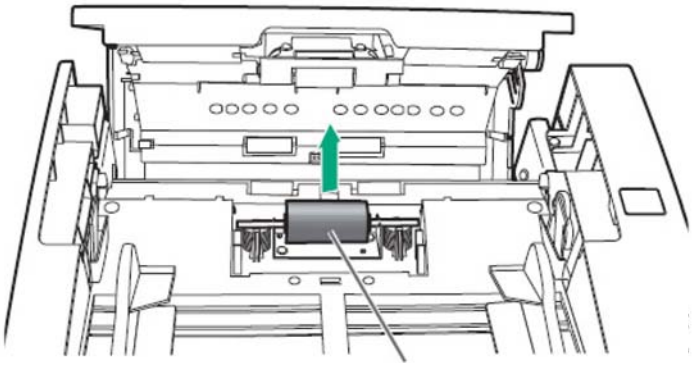


3 Remove the retard roller cover.



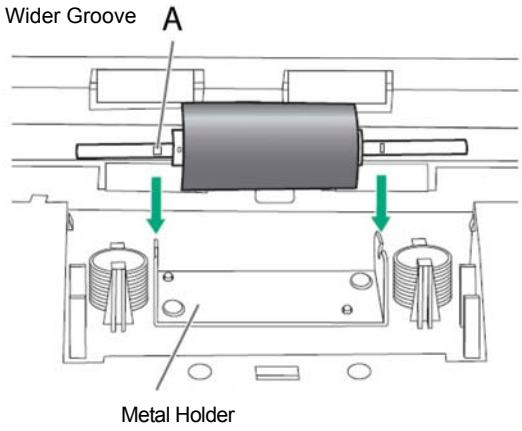
Retard Roller Cover

4 Remove the retard roller module in the direction of the arrow.

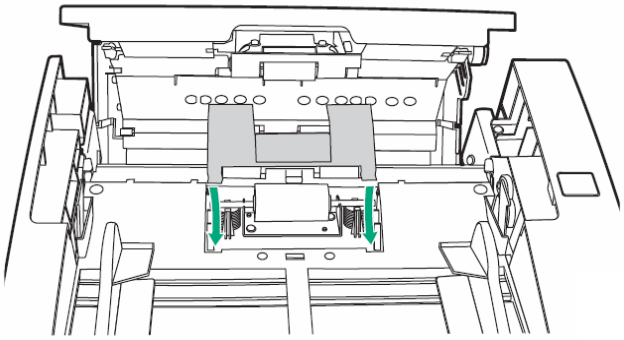


Retard Roller Module

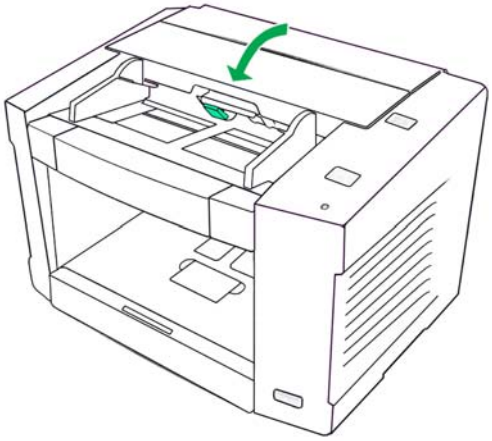
5 Install the new retard roller module by matching the groove of its shaft with the metal holder groove. Make sure that both ends of the shaft reach the holder springs.



6 Close the retard roller cover.



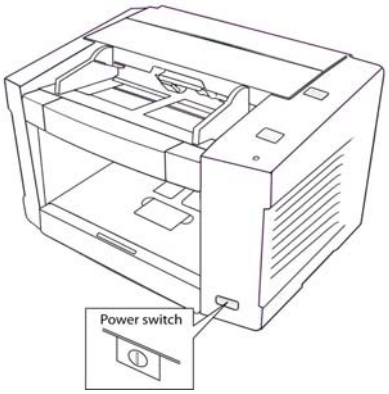
7 Close the ADF door.



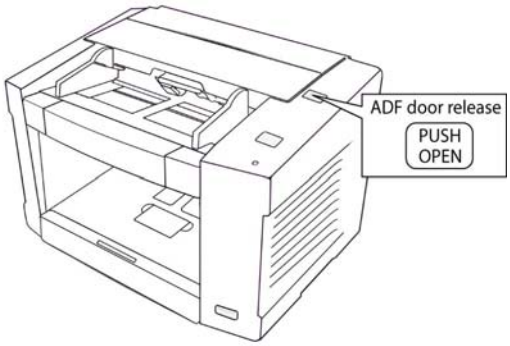
- When you close the ADF door, close it securely until the door is locked. Do not slam the ADF door.

Replacing the Front and Back Sensor Rollers

1 Turn the power off.

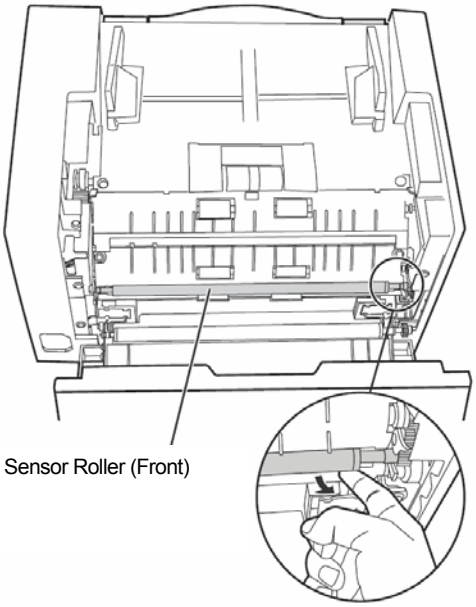


2 Push the ADF door release to open the ADF door.

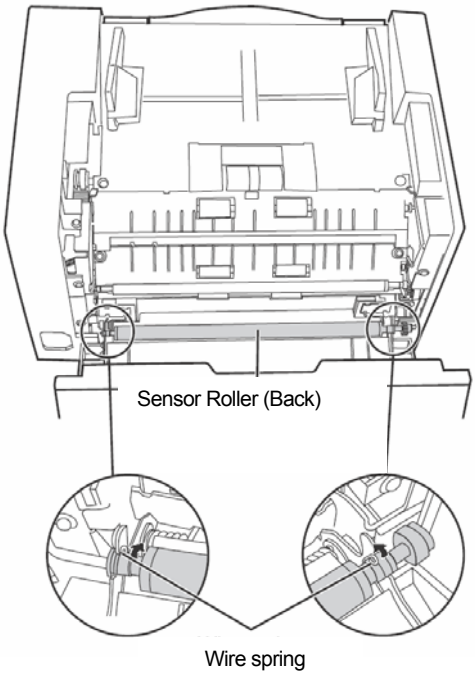


3 Remove the current Front and Back Sensor Rollers.

- Using your finger, roll up the right side of the Sensor Roller (Front) and remove it.



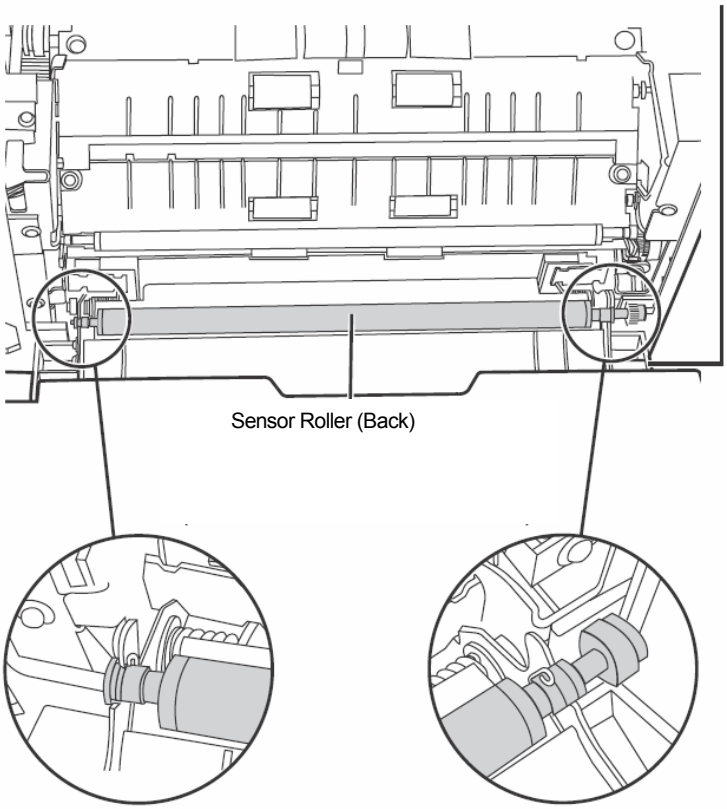
- While pushing the wire springs of both sides, lift the Sensor Roller (Back) and remove it.



Re-attaching the Sensor Rollers

4 Install the shorter Sensor Roller (Back) to the ADF door side.

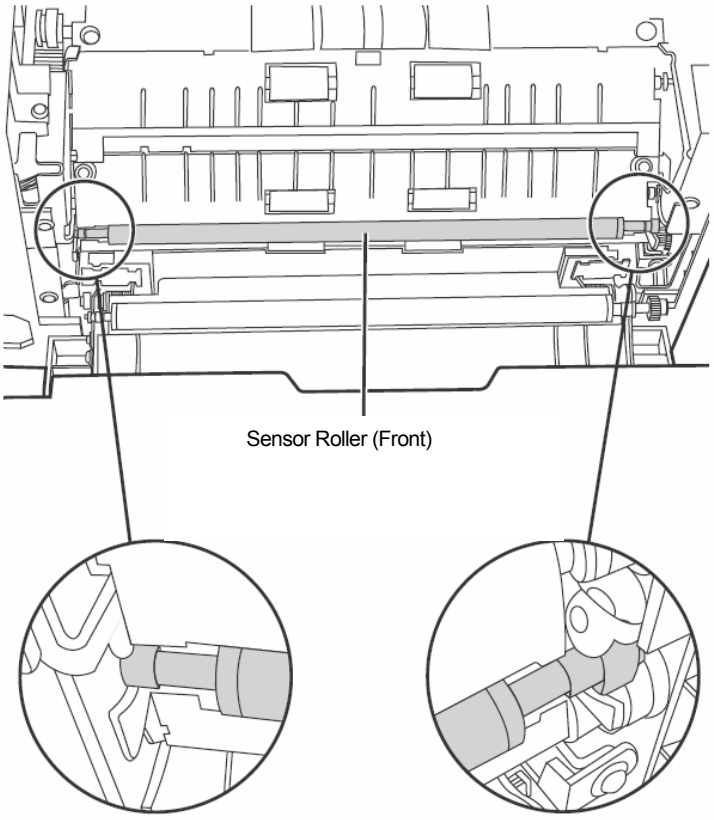
- Placing the non-gear side close to the ADF door release, attach the shorter Sensor Roller (Back) to the ADF door by matching the grooves to the guides.
- Push the Sensor Roller (Back) and confirm that it is locked by the springs on both sides.



5 Install the longer Sensor Roller (Front)

- Placing the non-gear side close to the ADF door release, attach the longer Sensor Roller (Front) by matching the grooves to the guides.
- Attach the side close to the ADF door release first, and then attach the other side.

Back View



6 Confirm both Sensor Rollers rotate lightly.

- Rotate the Sensor Rollers, pushing them lightly with finger.

7 Close the ADF door securely until the door is locked. Do not slam the ADF door.

Clear the counter

Clear the Replace Roller counter in the BBH User Utility.

Click *Clear Counter* button for *After Replace Roller* in the BBH User Utility.

BBH User Utility

The BBH User Utility is a software program used to maintain and troubleshoot the Sidekick 1200 and 1400u scanners.

BBH User Utility Functions

The BBH User Utility's main functions are as follows:

Item	Contents
Scanner Status	Displays Scanner Status and Error Code
Scanner Information	Displays Product ID, Firmware version, Interface and the status of terminator and imprinter.
Scanner Counter	Displays "System" counter, "After Clean Roller" counter and "After Replace Roller" counter.
Clear Counter	Clears "After Clean Roller" counter or "After Replace Roller" counter.
Sleep Mode	Enables or Disables Sleep Mode. Set the time out before entering Sleep Mode. For 1400u only - enabling and disabling the sleep mode is not available.
Clean Imprinter	Cleans Imprinter (only for Model 1400/1400u series)
Save Info	Saves scanner and PC information to a file.

Installation Procedure for BBH User Utility

The BBH User Utility is installed as part of the master installation. If you do not find the BBH User Utility Icon on your desktop, please follow these instructions for installation:

Start-up

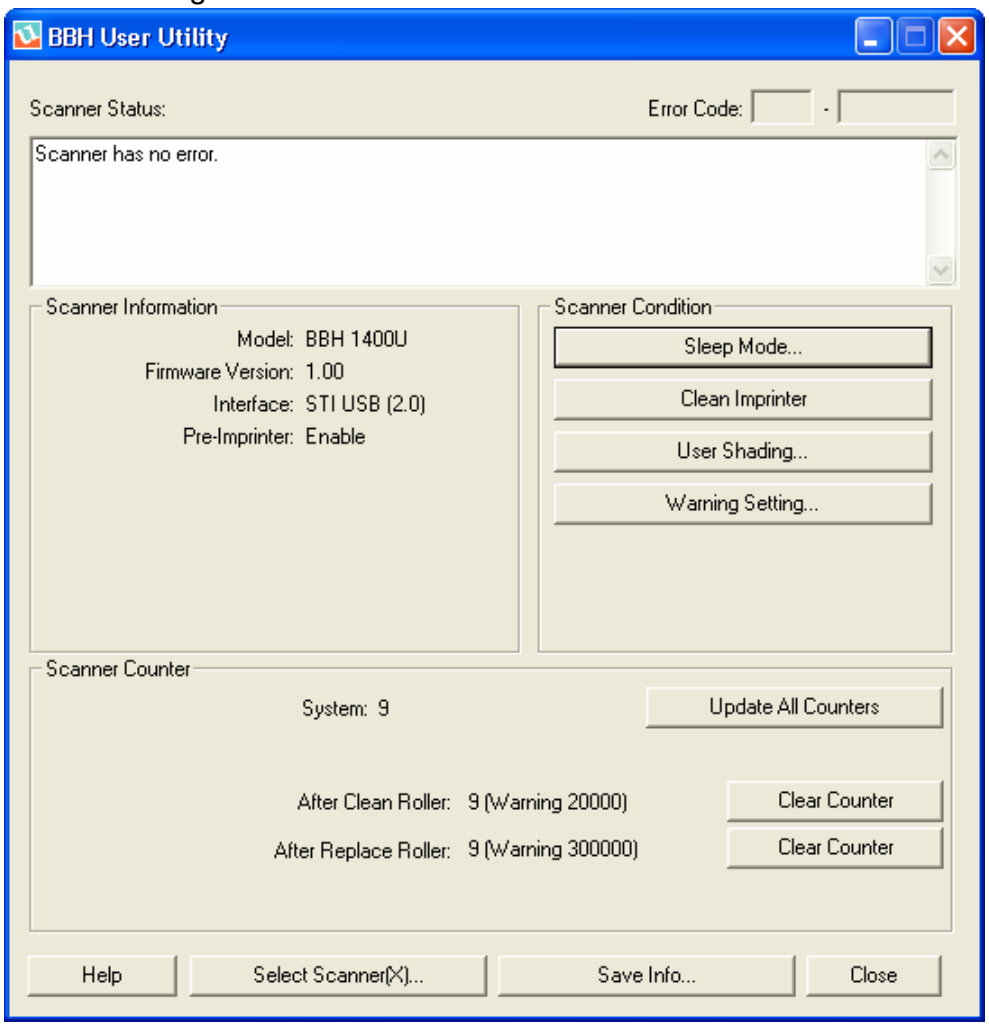
1. Click the *Start* button in the taskbar, and select *Programs* | *BBH* | *Scanner Tools*
2. Select the BBH User Utility

> ➔ **NOTE:**

When starting up the BBH User Utility, the Select Scanner dialog box may appear. If the dialog box appears, select a scanner. Refer to the Select Scanner Dialog box for more information. See page 53.

Functions and Settings

Main Dialog Box



Scanner Status and Error Code

Displays the status of the connected scanner and the error code according to the condition of the scanner. Refer to the Troubleshooting section for Error Code and Status Message details page 56.

Scanner Information

Displays the following information.

- Product ID
- Firmware version
- Interface
  - STI USB (HS) = USB 2.0 Hi-Speed (default configuration)
  - STI USB (FS) = USB 1.1 Full Speed
  - ASPI SCSI = SCSI (invalid configuration. No ASPI driver included.)
  - STI SCSI = SCSI (using installed scanner driver.)
- Terminator condition (only with SCSI Interface)
- Imprinter condition (only pertains to Model 1400uU)

Sleep Mode button

Opens the [Sleep Mode] dialog box. Refer to the Sleep Mode Dialog section for more information.

Clean Imprinter button

If the ink-jet is stopped up, please use this button to clean the imprinter. This button is enabled only when the imprinter is attached.

Scanner Counters

Displays scanner counters. The scanner has three counters. Here are their descriptions:

System

Displays the total number of documents scanned.

After Clean Roller

Displays how many documents have been scanned since the last time the rollers have been cleaned.

Warning indicates how many documents can be scanned between the times the rollers need to be cleaned. When the *After Clean Roller* count is greater than *Warning* count, rollers need to be cleaned.

After Replace Roller

Displays how many documents have been scanned since the last time the rollers were replaced.

Warning indicates how many documents can be scanned between the time the rollers need to be replaced and the time the rollers were last replaced. When the *After Replace Roller* count is greater than the *Warning* count, the rollers need to be replaced.

Update All Counter button

Updates the scanner counters. Click this button to display the latest counts.

Clear Counter button

There are two *Clear Counter* buttons. One clears the *After Clean Roller counter*, the other clears the After *Replace Roller* counter.

- Click *Clear Counter* button for *After Clean Roller* when cleaning the rollers.
- Click *Clear Counter* button for *After Replace Roller* when replacing the rollers.

Save Info button
This saves scanner and PC information to a file.

Select Scanner button
Opens the *Select Scanner* dialog box. Refer to the Select Scanner Dialog section for more information.

Help
Open this Operator Manual Adobe PDF file.

Sleep Mode

Sleep Mode
This dialog box specifies whether Sleep Mode is enabled or not.
If this check box is selected, Sleep Mode is enabled.
For 1400u only - enabling and disabling the sleep mode is not available.

Waiting Time
Specifies the Sleep Mode enable time after the last scanned document. Range is 1 min - 60 min (1 min/step). Default is set to 15 min.

OK button
Sets the Sleep Mode time in the scanner.

Cancel button
Cancels the settings.

Select Scanner

Select Scanner dialog box
This selects your scanner.

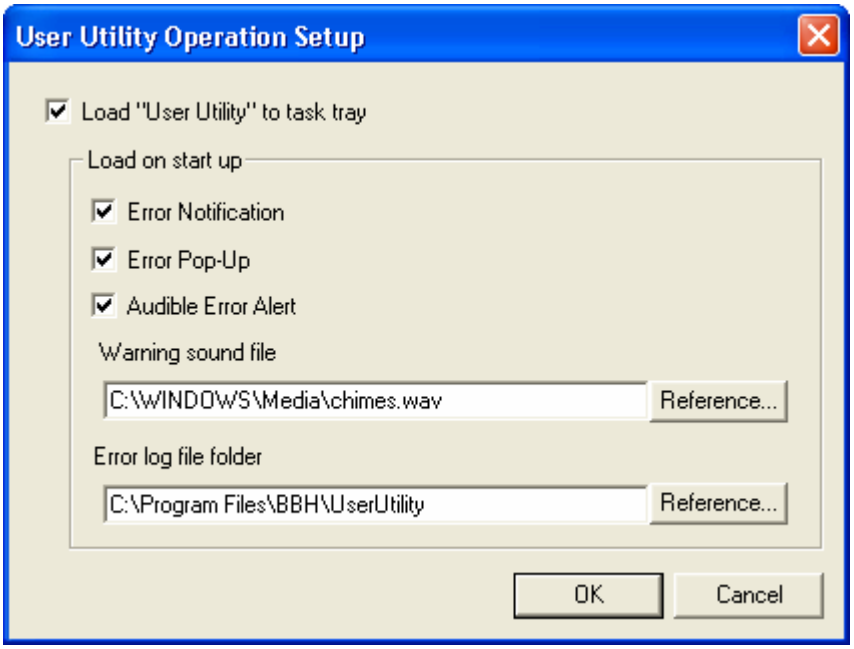
OK button
Enter the scanner model selection.

Cancel button
Cancels the settings.

Icon on the task tray operation setup

1. Click the [Start] button, and align the mouse cursor with [Programs].
2. Align the mouse cursor with the [BBH] folder.
3. Align the mouse cursor with the [Scanner Tools] folder.
4. Click [Operation Setup].

The User Utility Operation Setup window is displayed.



Load "User Utility" to task tray

When checked, the User Utility icon ( ) will be loaded to the task tray.

Error Notification

When checked, the User Utility error message will pop up to notify you of errors that have occurred.

Error Pop-Up

When checked, the User Utility will pop up to notify you of errors that have occurred.

Audible Error Alert

When checked, there will be an audible error alert notifying you of errors that have occurred.

Warning sound file

To change the warning sound file, click on the [Reference...] button next to the Warning sound file box and choose the desired file.

Error log file folder

To change the error file log folder, click on the [Reference...] button next to the Error log file folder box and choose the desired folder.

Utility icon on the task tray

The BBH User Utility icon ( ) is displayed on the task tray depending on the startup setting.

Display "BBH User Utility" Dialog Box

Right-click on the User Utility icon ( ) on the task tray, and select Display "User Utility" Dialog Box to display the User Utility window.

Operation Setup

Right-click on the User Utility icon ( ) on the task tray, and select Operation Setup to display the User Utility Operation Setup window.

Exit

To quit the User Utility, right-click on the User Utility icon on the task tray, and select Exit.

Troubleshooting

User Utility Error Codes

If a problem occurs during scanning, check the BBH User Utility for the scanner Error Code and Status Message. The "User Utility" software is resident in the task tray of the host PC and will be monitoring for error and/or warnings from the scanner.
When an error or warning happens, the "User Utility" executes the following actions.

- "Balloon message" appears from the task tray.
- PC generates beep sound.
- An error or warning message appears on the desktop.
- The error or warning message is written in the "log file".

Error Code	Status Message	Possible Cause	Remedy
	Scanner has no error.		
U11 U12 U13 U16	Jam occurred. Please open the door and remove the paper. Place the documents back in the document feed tray.	The document is jammed. Document sensors are dirty.	Open the door and remove the jammed paper. Clean the sensors. See page 37.
U18	Document remains in the scanner. Please open the door and remove the paper. Place the documents back in the document feed tray.	Document remains in the scanner. Document sensors are dirty.	Open the door and remove the paper. Clean the Sensors. See page 37.
U23	Multifeed occurred. Please open the door and remove the paper. Place the documents back in the document feed tray.	Double feed occurred. Rollers are dirty.	Open the door and remove the jammed paper. Clean the rollers. See page 37.
U30	Scanner door is open. Please close the door.	The ADF door is open.	Close the ADF door. Do not slam the ADF door.
Fxx	System error occurred. Please contact a service representative.	System error occurred.	Contact a service representative.
	Warning The rollers need to be cleaned. Please clean the rollers.	Warning counter expired. Rollers need to be cleaned.	Clean the rollers. See page 36.
	Warning The rollers need to be replaced. Please replace the rollers.	Warning counter expired. Rollers need to be replaced.	Replace the rollers. See page 41.
	Scanner is not connected.	Scanner is not connected. Scanner is not turned on. PC was turned on before	Connect and turn on the scanner and reboot the PC. Turn on the scanner first and then reboot the PC.

Error Code	Status Message	Possible Cause	Remedy
		scanner was ready.	

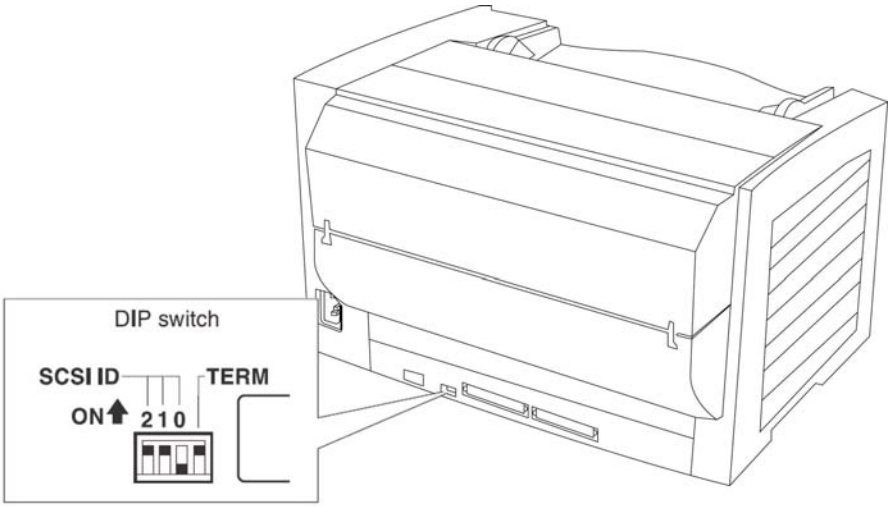
Troubleshooting Operations

If a problem still occurs after you checked the Status Message and Error code (previous table), please check the following items. If the scanner still malfunctions, turn it OFF, unplug the power cord and call for service.

Symptom	Possible Cause	Remedy
The LED does not light when the power switch is turned ON.	(1) Power cord is not plugged in. (2) Problem with power supply.	(1) Insert the power plug firmly. See page 18. (2) Disconnect the scanner from the electric outlet and call for service.
The computer does not recognize the scanner.	(1) Scanner is not connected to the computer correctly. (2) Scanner is not properly configured via “Found New hardware”.	(1) Connect the cables correctly. See page 18. (2) Uninstall the scanner from PC. Register the scanner hardware again. (Refer to the Initial Setup and Installation section. See page 18.
USB connection	The USB interface of the computer is not installed correctly.	Check your computer USB interface and see if it is configured via Device Manager’s properties.
	The scanner is connected via USB hub.	Do not connect via USB hub.
	The USB cable does not have a High-Speed logo. .	Use the cable provided with the Sidekick scanner.
SCSI connection (1200/1400 Model Only)	The computer cannot recognize the SCSI card.	Check your computer whether the SCSI card is installed correctly using the device manager’s property.
	The same ID number is used for the scanner and the other device.	Use different SCSI ID numbers for each device.
	The terminator is not set correctly.	If the scanner is the last device in the SCSI chain, set the DIP switch of SCSI terminator to Enable. If the scanner is not the last device in the SCSI chain, set the DIP switch of SCSI terminator to Disable. See page 59.
	The scanner was turned on after the computer was turned on.	Turn the computer OFF. Turn the scanner ON, and then turn the computer ON again.
Scan speed is running to slow at USB connection.	The scanner is connected with USB 1.1.	Connect with USB 2.0. Verify USB type per page 51.

Symptom	Possible Cause	Remedy
The ADF does not open when the ADF door release is pushed.	The ADF door is not closed properly.	Push the ADF door release again after you close the ADF door, until it is locked.
The document has been loaded on the feed tray. But the scanner does not start scanning.	The document is not loaded properly.	Load the document correctly. See page 22
	The sensor cannot detect the document as the edge of the document is curled.	Flatten the document and load it again.
Multifeed or skewing problems occur frequently or the scanner stops loading while scanning.	The rollers are dirty.	Clean all of the rollers. See page 36
	The rollers have reached their life expectancy.	Replace the paper feed roller, retard roller modules and sensor rollers. See page 41
	The document is curled or folded.	Flatten the document and load it again after reducing the pages.
	An irregular type document needs to be scanned.	Make a copy of the document on specified paper and scan the copy.
	The document has a length of less than 70 mm (2.75 in).	Make a copy of the document on paper of the specified size and scan the copy.
The scanned document is blank.	The document to be scanned was loaded face down (upside down).	Load the document correctly. See page 22
Vertical lines appear on the scanned document.	The CIS glasses are dirty.	Clean the CIS glasses. See page 39
	The sensor rollers are dirty.	Clean the sensor rollers. See page 39
The scanning density is uneven.	The CIS glasses or the sensor rollers are dirty.	Clean the CIS glasses and the sensor rollers. See page 39
The color of the scanned document is extremely different from the original document.	The setting of the PC display or the monitor is wrong.	Adjust the display and monitor setting.
Dark spots or noise appear on the scanned documents.	The CIS glasses or the sensor rollers are dirty.	Clean the CIS glasses and the sensor rollers. See page 39
"Image Crop" failures with VRS based scanning	Unwanted objects (paper / dust) on CIS sensor roller.	Examine and clean the sensor roller(s) as necessary. See page 39

SCSI Interface **(Sidekick 1200/1400 Only)**



ID No.	Switch			Remarks
	#2	#1	#0	
0	OFF	OFF	OFF	
1	OFF	OFF	ON	
2	OFF	ON	OFF	
3	OFF	ON	ON	
4	ON	OFF	OFF	
5	ON	OFF	ON	
6	ON	ON	OFF	Default setting
7	ON	ON	ON	

Term	Switch	Description
Enable	ON	Last Device in the SCSI chain (Default Setting)
Disable	OFF	Not last device in the SCSI chain

Recommended SCSI Interface Boards: Adaptec SCSI 2940U or Kofax Adrenaline 450 or Adrenaline 650i (or contact your local reseller).

Repacking Instructions

It is highly recommended that you keep the original carton and ALL packing materials. If you need to transport or ship your scanner, please follow these instructions.

Please Note:

- Use the original carton and all of the original packing materials.
- Improper repacking of the scanner may result in a service charge to repair the scanner.
- The scanner should be handled in the normal (horizontal) position.

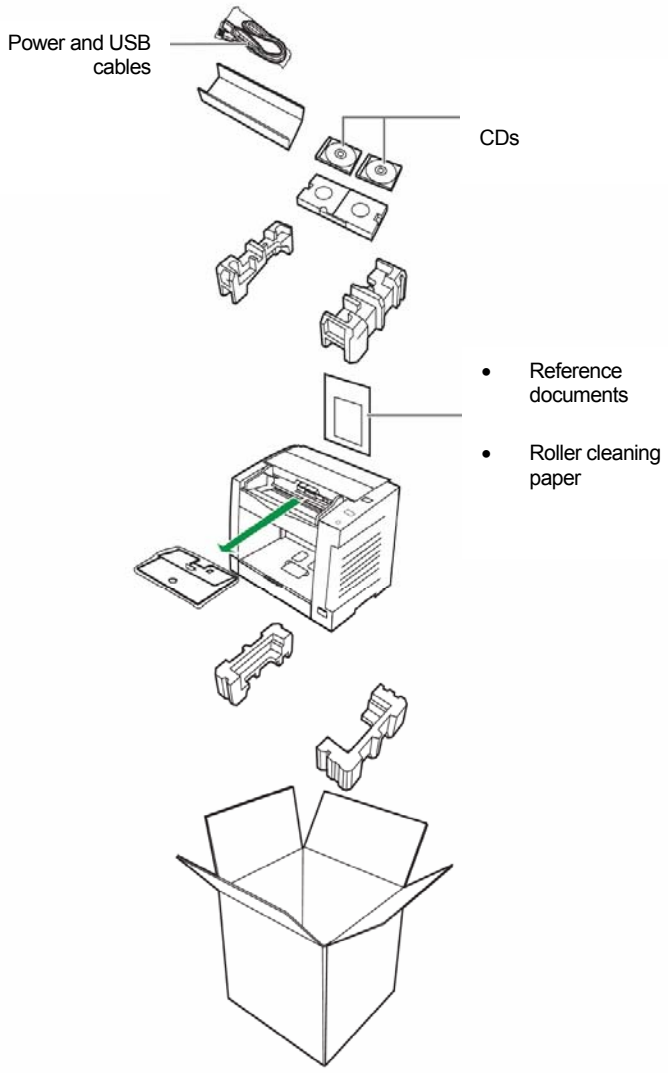
Materials Required:

- Original Scanner Carton
- Original Packing Materials
- Shipping Tape and Scissors

1 Turn the power switch off and disconnect your scanner from the electrical outlet and interface cable.

2 Return the feed extension tray, exit stopper and exit extension tray to their original positions.

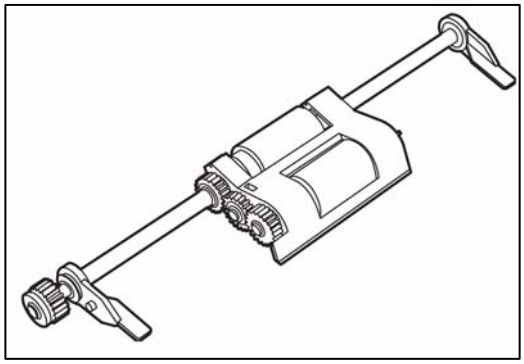
3 Pack the scanner.



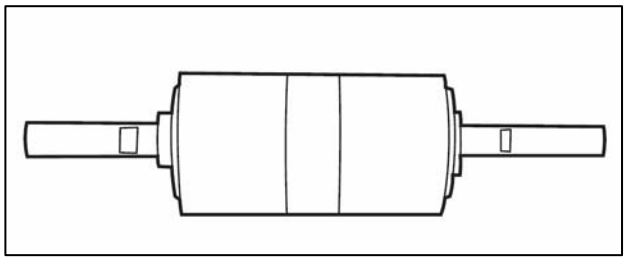
Appendix 1 - Roller Exchange Kit S005503 or S005511

Installation Manual

Paper feed roller module



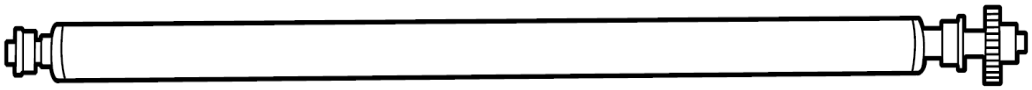
Retard roller module



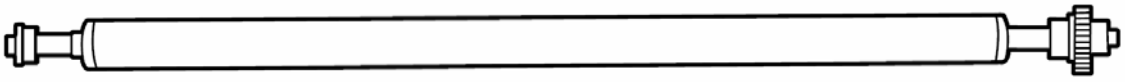
Sensor Rollers

- Kit S005503 includes Black Sensor Rollers (standard configuration).
- Kit S005511 includes White Sensor Rollers to be used with White Roller configuration (typically after replacing rollers with White Roller Kit S005505).

Back Sensor Roller (short)



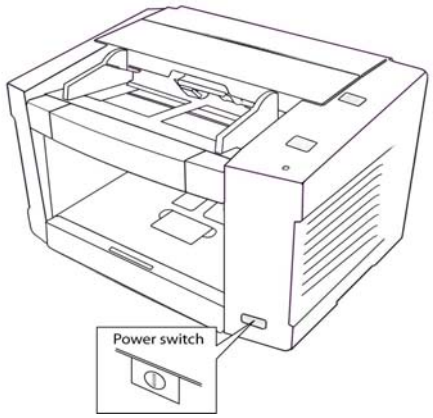
Front Sensor Roller (long)



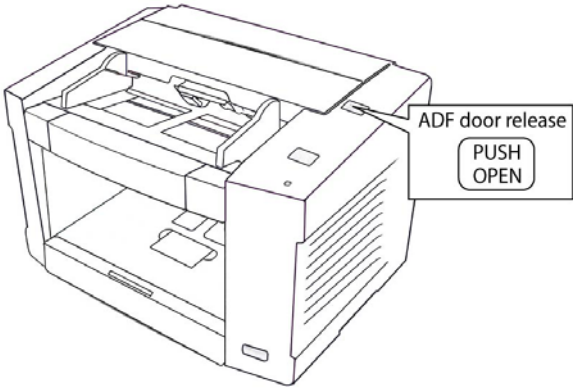
Please read all instructions carefully before installation.

Replacing the Paper Feed Roller Module

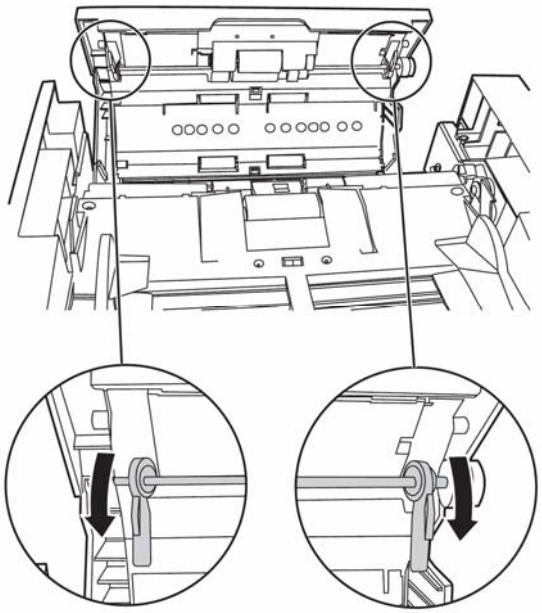
1 Turn the power off.



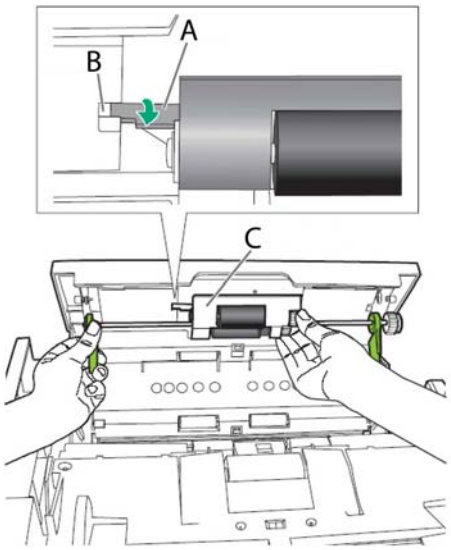
2 Push the ADF door release to open the ADF door.



3 Push the two green levers down at both ends of the paper feed roller module to unlock the paper feed rollers. When moving the green levers, do not apply pressure in any other direction other than in the direction shown by the arrows, otherwise the levers may break



4 Remove the paper feed roller module straight out, holding up the paper feed case (C) along the groove (B) of the feed cover while pulling the claw (A) out of the case.

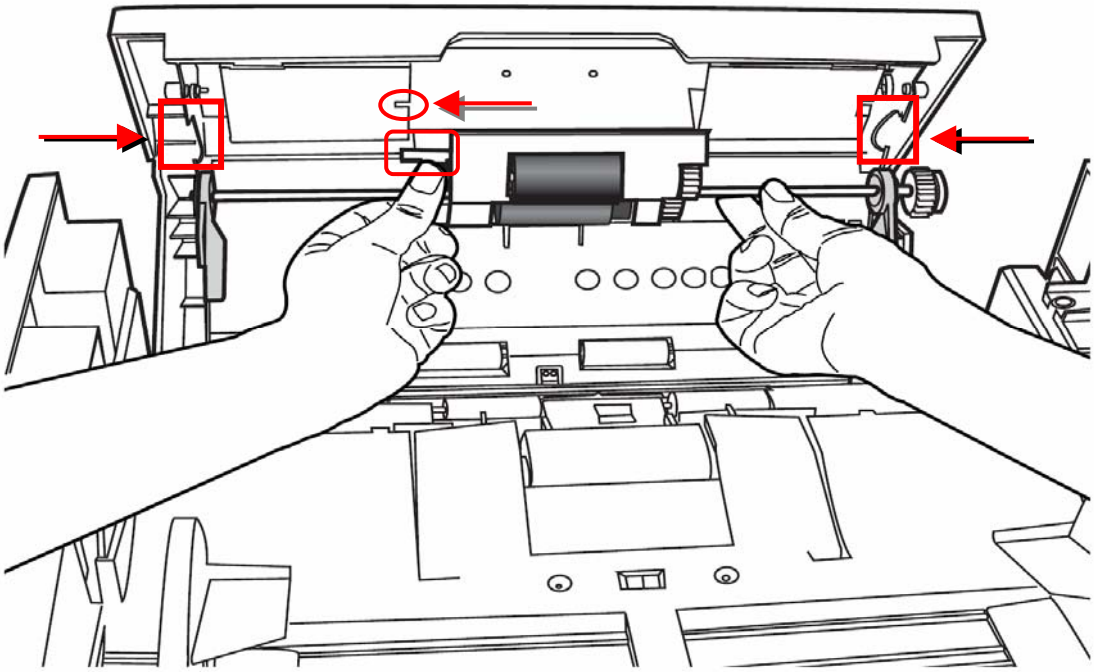


A – Claw

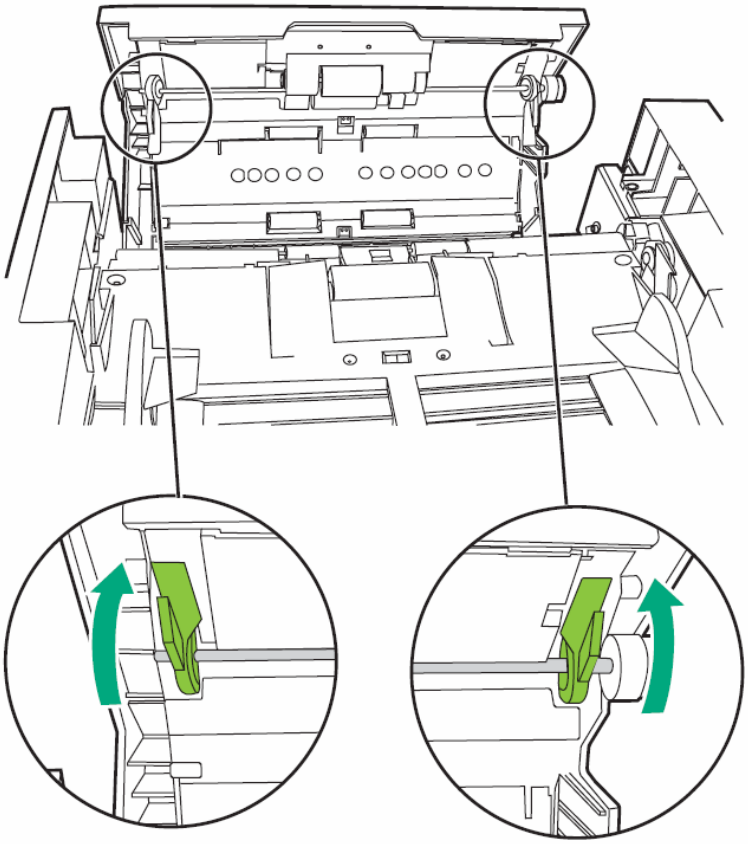
B – Groove

C – Paper Feed Case

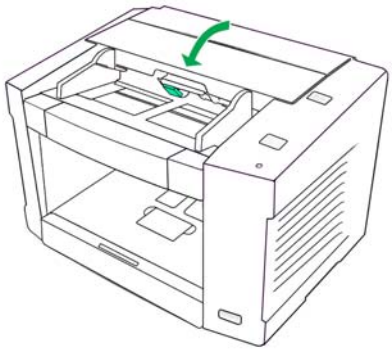
5 Install the new paper feed roller module (reversing instructions from step 4) with its gear on the right. While slightly lifting the paper feed roller module, pass the claw along the groove of the feed cover. Afterwards, attach the bearings at both ends of the paper feed roller module into the guide grooves of the chassis in the scanner.



6 Push up the green levers at both ends in the direction of the arrows until they click into place. After installing the paper feed roller module confirm that the feed rollers can be moved lightly in a vertical direction.

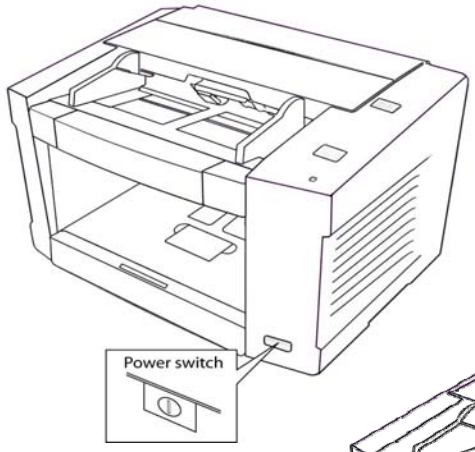


7 Close the ADF door. When you close the ADF door, close it securely until the door is locked. Do not slam the ADF door.

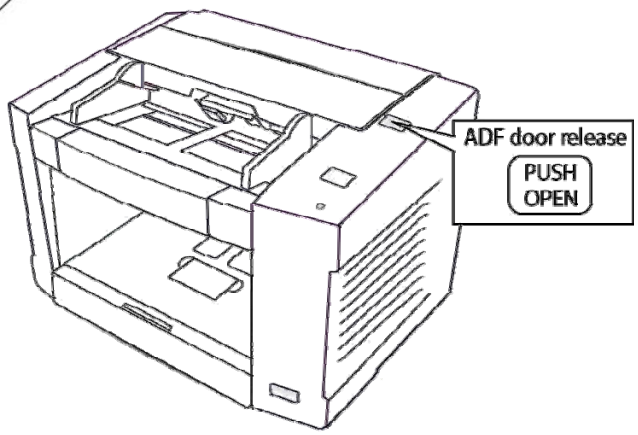


Replacing the Retard Roller Module

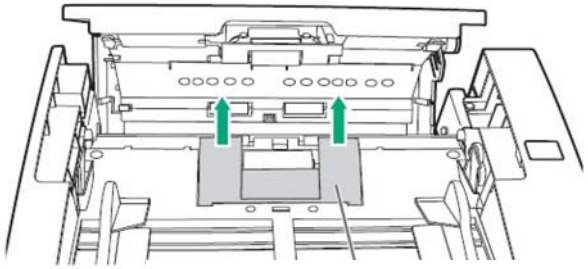
1 Turn the power off.



2 Push the ADF door release to open the ADF door.

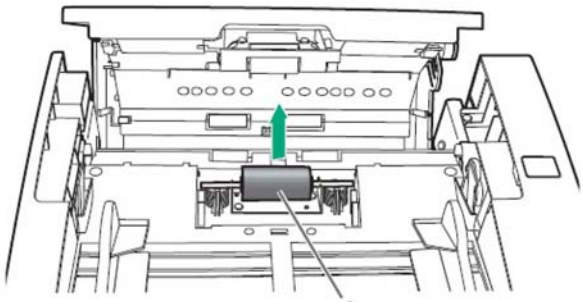


3 Remove the retard roller cover.



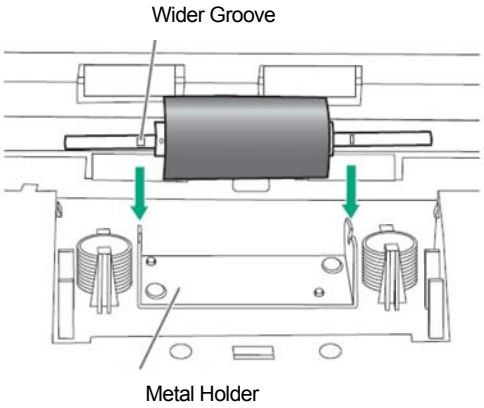
Retard Roller Cover

4 Remove the retard roller module in the direction of the arrow.

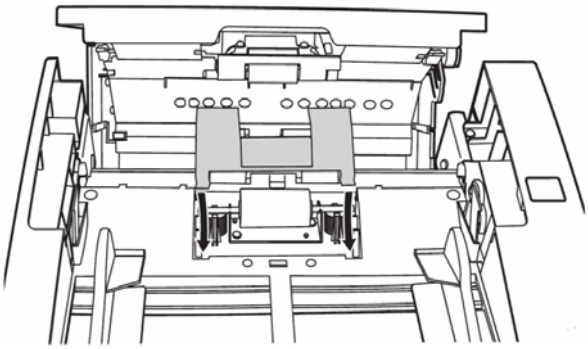


Retard Roller Module

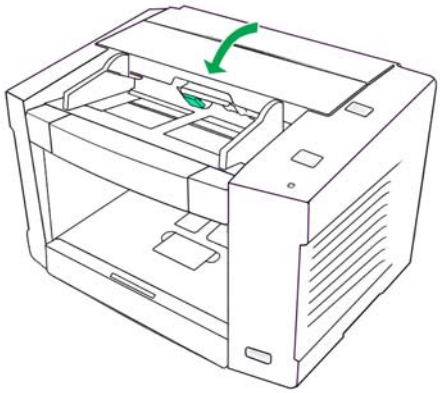
5 Install the new retard roller module by matching the shaft groove with the metal holder groove. Make sure that both ends of the shaft reach the springs of the holder.



6 Close the retard roller cover.

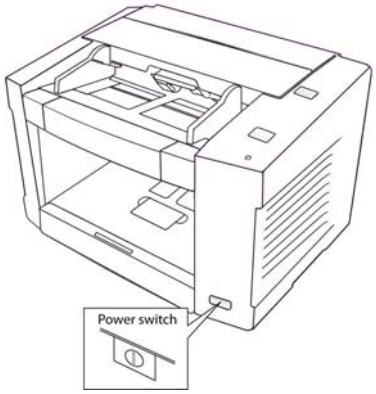


7 Close the ADF door. When you close the ADF door, close it securely until the door is locked. Do not slam the ADF door.

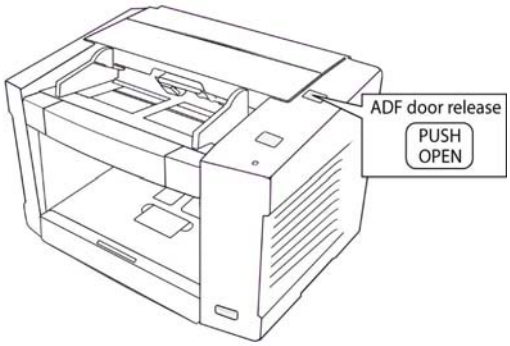


Replacing the Sensor Rollers

1 Turn the power off.

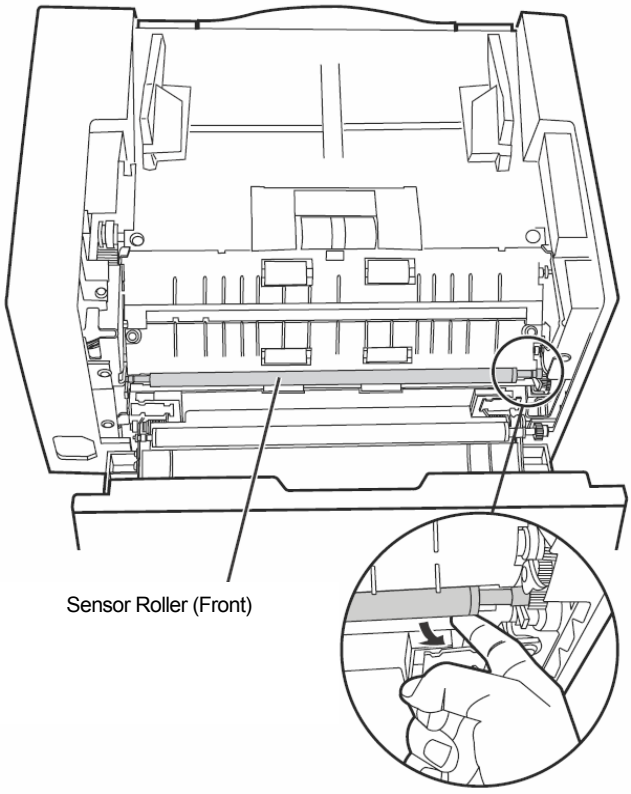


2 Push the ADF door release to open the ADF door.

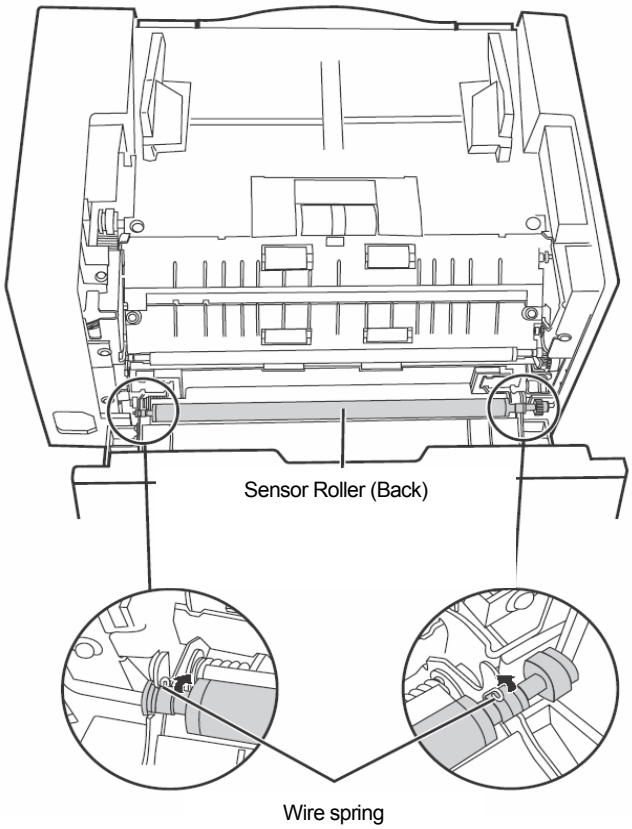


3 Remove the current Front and Back Sensor Rollers.

- Using your fingers, roll up the right side of the Sensor Roller (Front) and remove it.

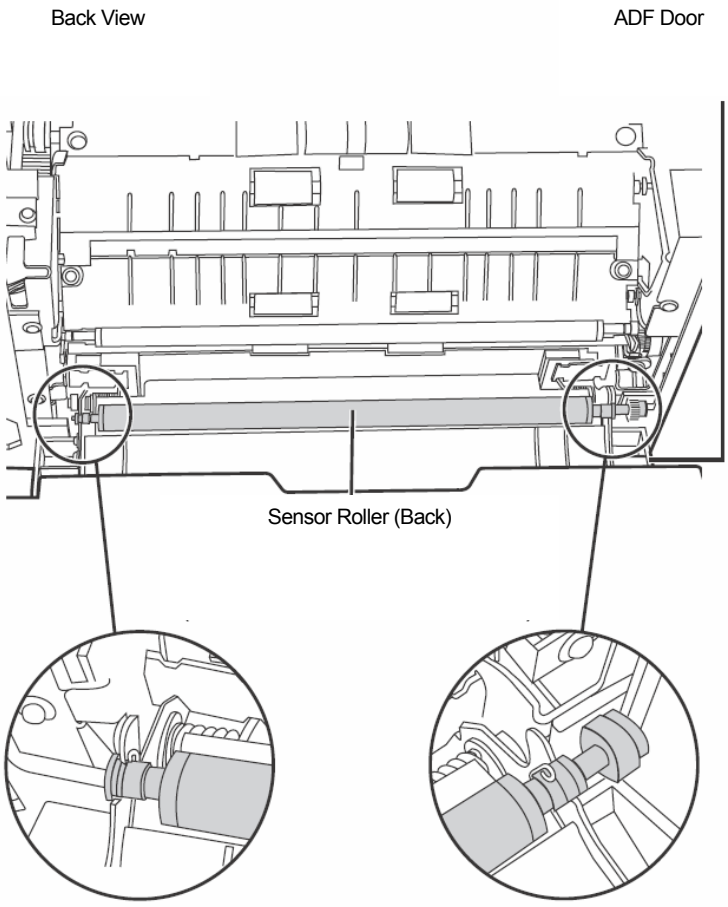


- While pushing the wire springs of both sides, lift the Sensor Roller (Back) and remove it.



4 Install the shorter Sensor Roller (Back) to the ADF door side.

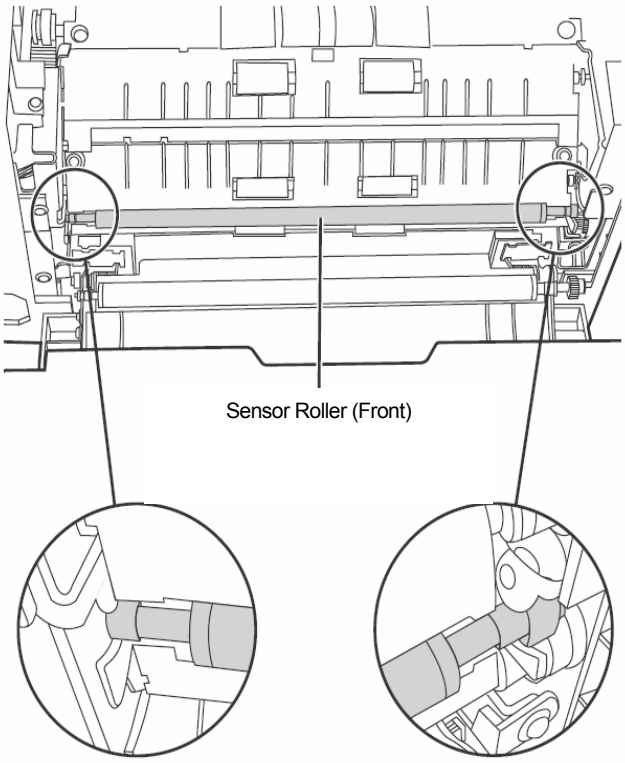
- Placing the non-gear side close to the ADF door release, attach the shorter Sensor Roller (Back) to the ADF door by matching the grooves to the guides.
- Push the Sensor Roller (Back) and confirm that it is locked by the springs on both sides.



Back View

5 Install the longer Sensor Roller (Front)

- Placing the non-gear side close to the ADF door release, attach the longer white Sensor Roller (Front) by matching the grooves to the guides.
- Attach the side close to the ADF door release first, and then attach the other side.



6 Confirm both Sensor Rollers rotate freely.

- Rotate the Sensor Rollers, pushing them lightly with fingers.

7 Close the ADF door securely until the door is locked.

Clear the counter

Clear the Replace Roller counter in the BBH User Utility.

- Click *Clear Counter* button for *After Replace Roller* in the BBH User Utility.

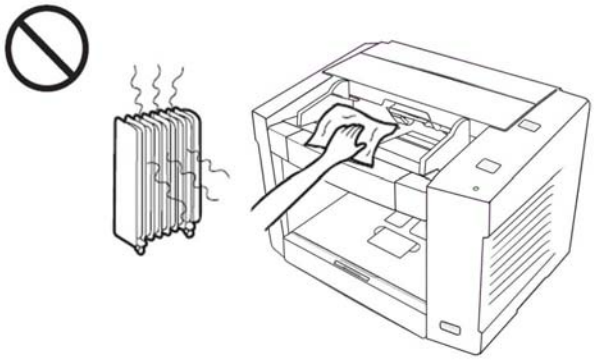
Appendix 2 – Roller Cleaning Paper kit S005504

For supplies and accessories visit our Böwe Bell + Howell Scanners store at www.bbhscanners.com.

The Roller Cleaning Paper kit S005504 includes 10 individual cleaning paper bags to clean the rollers and scanning area.

WARNING:

- Keep away from fire.
- Do not drink or inhale the roller cleaning paper fluid.
- The roller cleaning paper may be harmful to your skin. Please use protective gloves.
- Do not use the roller cleaning paper near a heater or open flame. This may cause a fire.
- Do not store the roller cleaning paper in direct sunlight or in a location over 104°F (40°C).
- Only use the roller cleaning paper to clean the rollers and scanning area.
- If you need more information about the roller cleaning paper, please refer to the Material Safety Data Sheet (MSDS) available upon request at Böwe Bell + Howell Scanners.

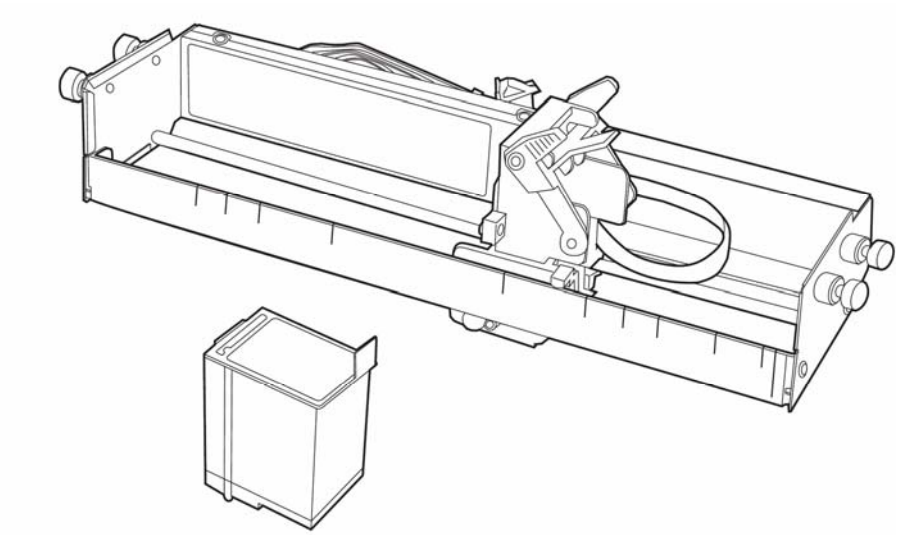


- If the roller cleaning paper bag is left opened for a long period of time, the alcohol will evaporate. Please use the roller cleaning paper immediately after opening the bag.

Appendix 3 – Imprinter 0123060

Installation Manual

(For Sidekick 1400 Only)



Please read all instructions carefully before installing the imprinter scanner. Then proceed to the install ink cartridge section.

WARNING:

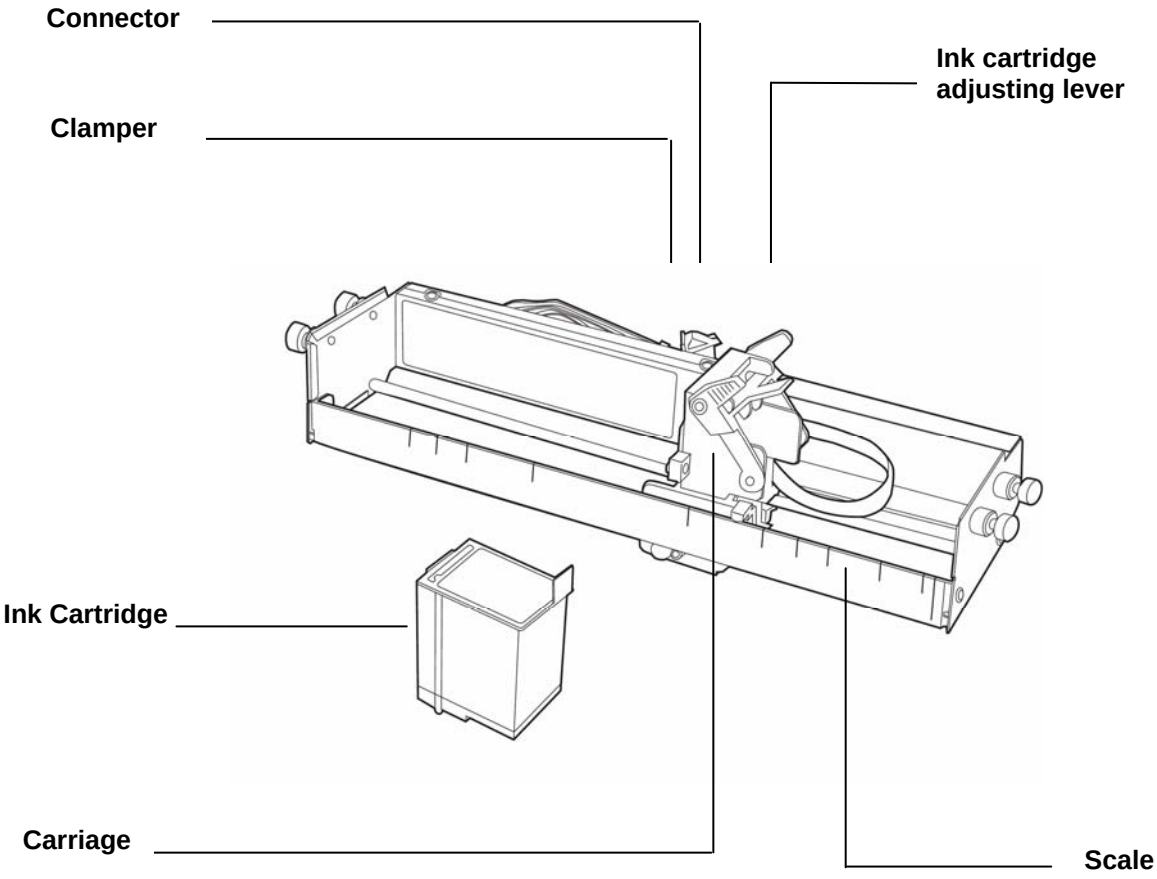
- Do not disassemble the ink cartridge.
- Do not let the ink come into contact with your skin.
- If the ink comes into contact with eyes, rinse the area completely with fresh water. If irritation or pain remains after rinsing, consult a doctor immediately.
- Keep the ink cartridge out of children's reach.
- Do not dispose of the ink cartridge in fire.

CAUTION:

Before installing the ink cartridge, please note the following precautions and instructions:

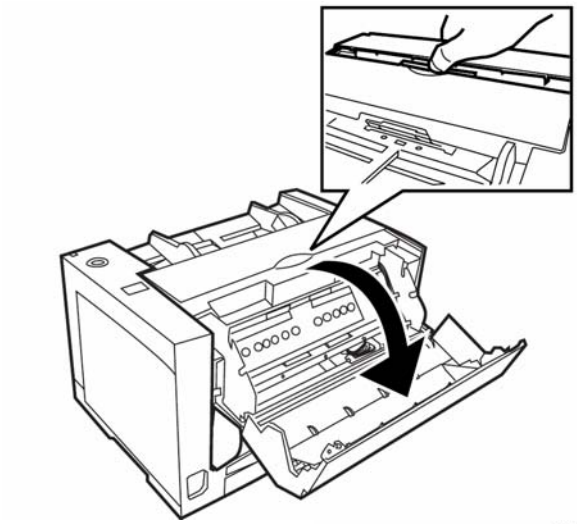
- Do not touch the print head with your hands or with a dirty object.
- Do not subject the ink cartridge to shock.
- If the date marked on the ink cartridge box has expired, the print quality may be affected.
- If the ink cartridge is used six months after unpacking the unit, the print quality may be affected.
- Be sure that the storage temperature is between 32°F and 104°F (0°C and 40°C).
- Store the ink cartridge away from direct sunlight.
- Do not clean the ink cartridge with alcohol.

Component Identification



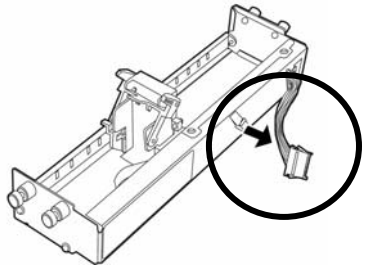
Installing the Imprinter Unit (1400 Only)

1 Turn off the power to the scanner.

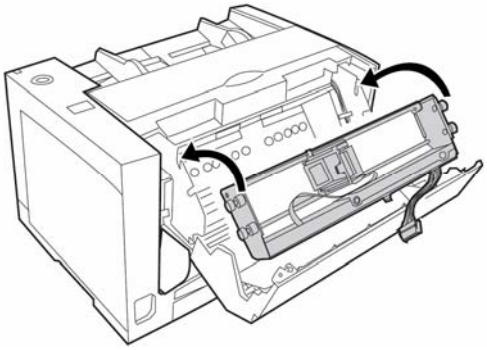


2 Open the imprinter door.

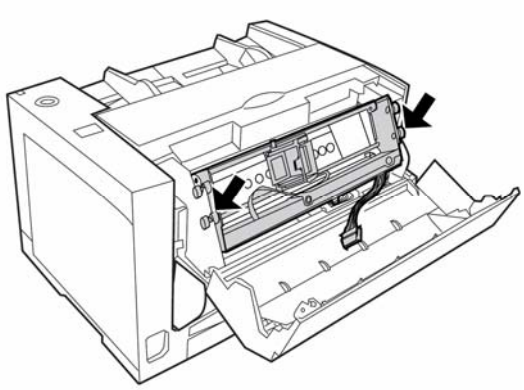
3 Remove the cables from the clamper.



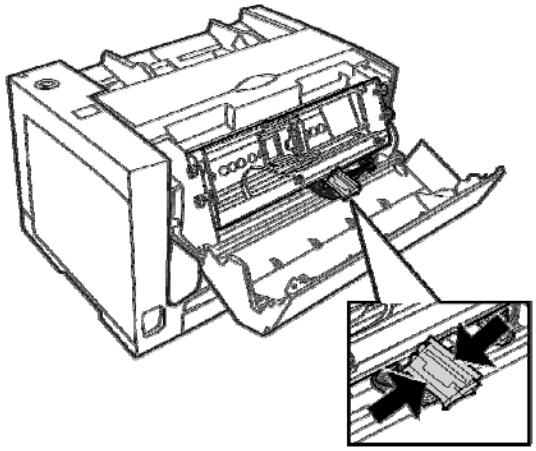
4 Insert the upper pins to the guides by matching the grooves with the guides.



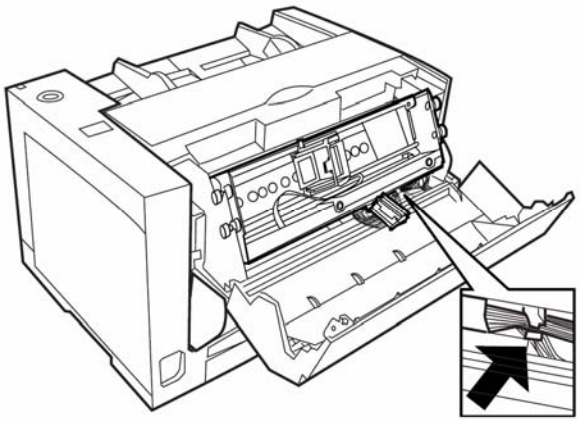
5 Insert the lower pins to the guides until they are locked by the springs.



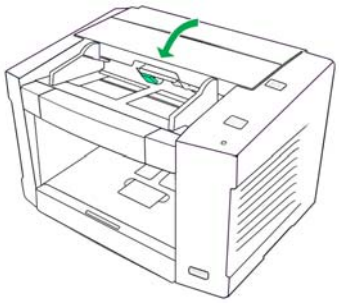
6 Connect the cables.



7 Insert the cables in the clamp.

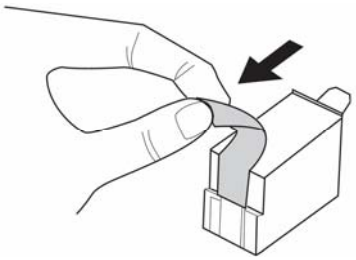


8 Close the imprinter door. When you close the imprinter door, close it securely until the door is locked. Do not slam the imprinter door.

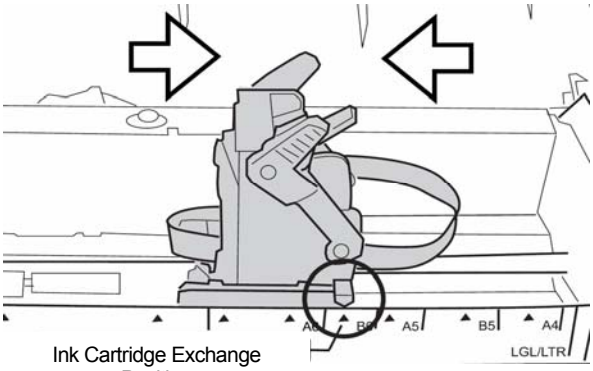


Installing the Ink Cartridge

1 Remove the protective sheet.

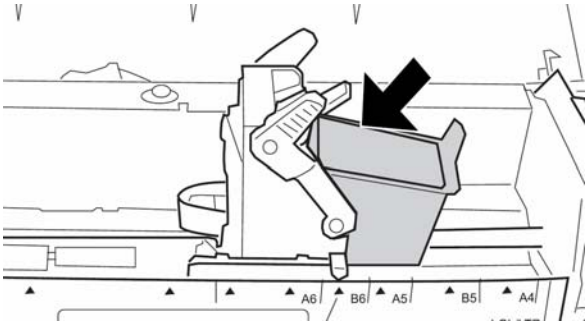


2 Insert the cartridge into the carriage.

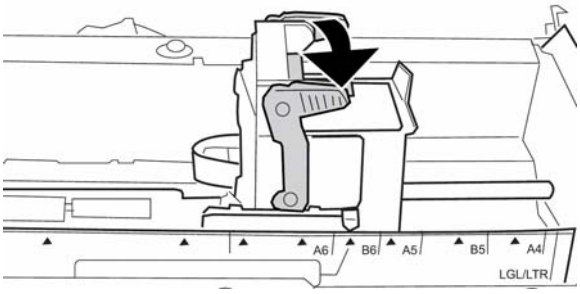


Ink Cartridge Exchange Position

3 Move the carriage to the cartridge exchange position.

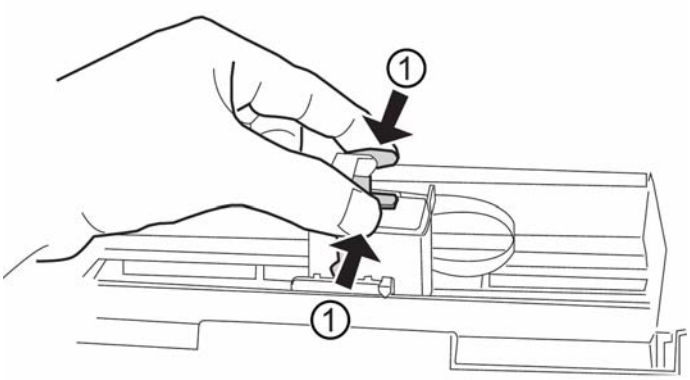


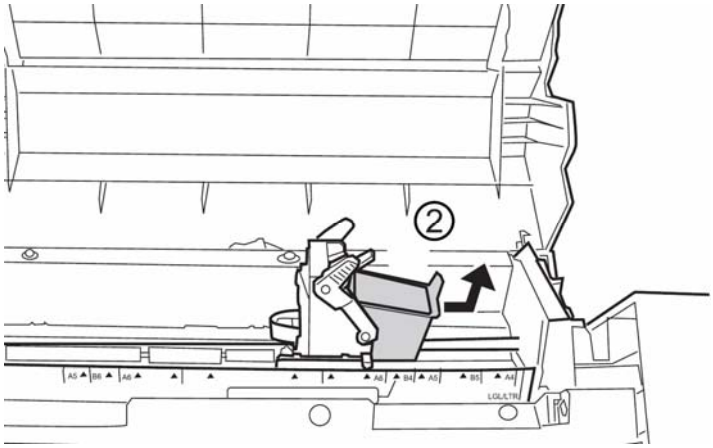
4 Lock the cartridge adjusting lever.



Removing the Ink Cartridge

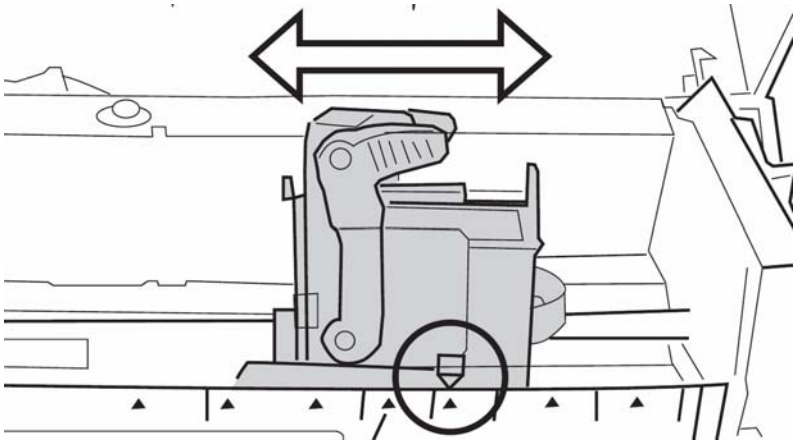
1 Pinch the cartridge adjusting lever ① and lift it ②. You can now remove the ink cartridge.



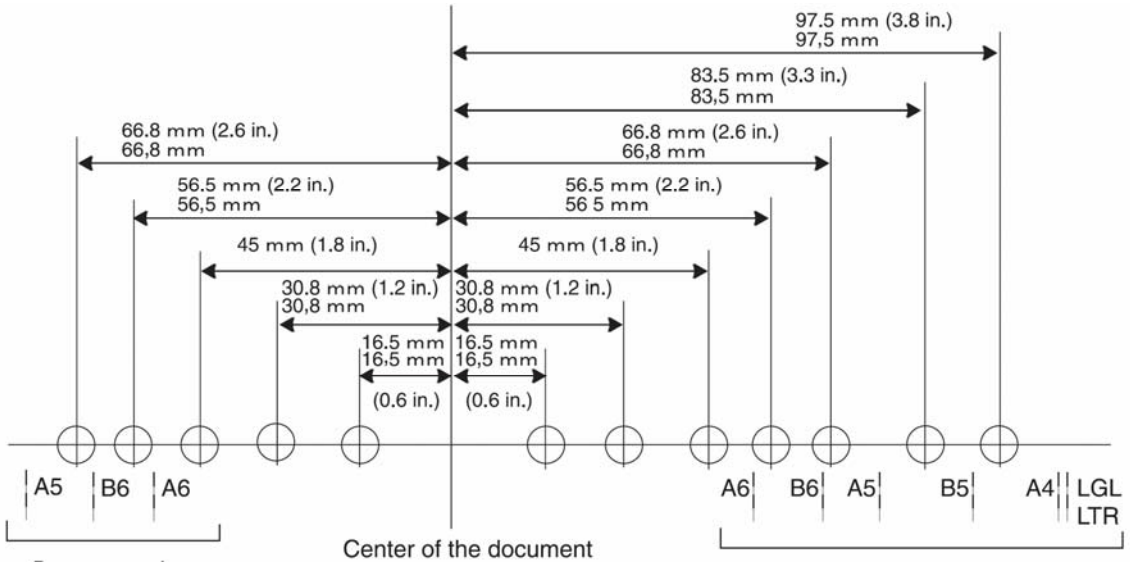


Adjusting the printing position

1 Move the carriage to set desired printing position on the scale. "▲" mark indicates the printing position. Printing is not available in any other position.



Printing Position (1400 only)



Cleaning the Ink Cartridge

If printing becomes faded, perform the following steps:

Cleaning by using the User Utility

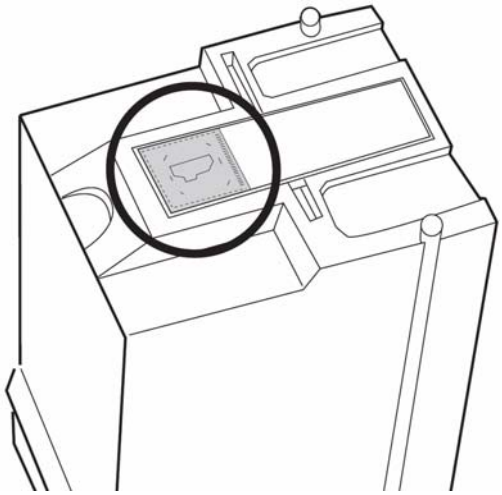
- Click the *Imprinter Cleaning* button on the BBH User Utility program.
- The ink jets and print quality should be improved.

Cleaning dirt on the print head

- Wipe and clean the print head with moistened tissue paper

.

- Do not use any material that includes alcohol (e.g., roller cleaning paper).



➔ **NOTE:**

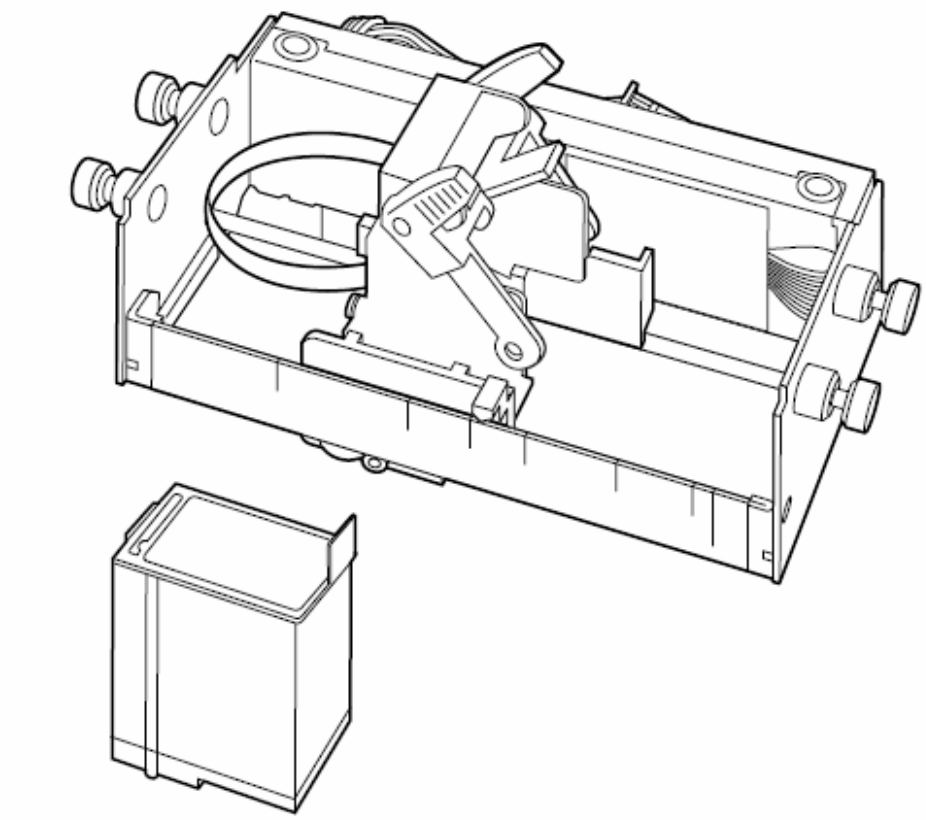
Depending upon the type of paper you use, ink may leave stain inside the scanner (e.g., rollers). In this case, clean it by using the Roller Cleaning Kit (S005504).

Specifications – Ink Cartridge

Ink cartridge life	Approx. 4 million characters (standard font)
Nozzles	12 nozzles
Unusable document	Plastic film, Coated paper
Storage environment	Temperature: 0°C to 40°C Humidity: 10% to 80% RH
Operating environment	Temperature: 15°C to 30°C Humidity: 30% to 80% RH
Ink cartridge	S005506

Appendix 4 – Imprinter 0123085

Installation Manual
(For Sidekick 1400u Only)



WARNING:

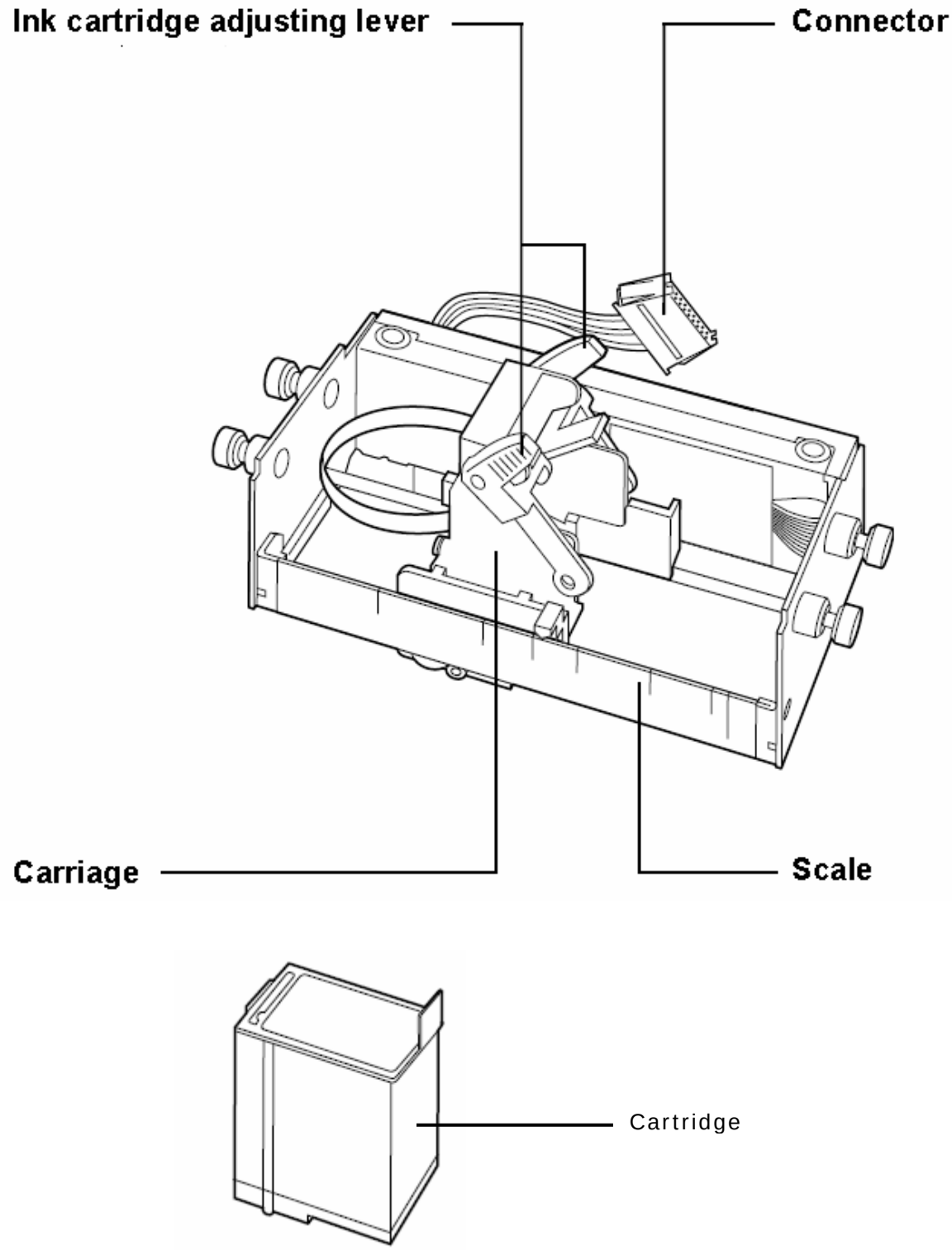
- Do not disassemble the ink cartridge.
- Do not let the ink come into contact with your skin.
- If the ink comes into contact with eyes, rinse the area completely with fresh water. If irritation or pain remains after rinsing, consult a doctor immediately.
- Keep the ink cartridge out of children's reach.
- Do not dispose of the ink cartridge in fire.

CAUTION:

Before installing the ink cartridge, please note the following precautions and instructions:

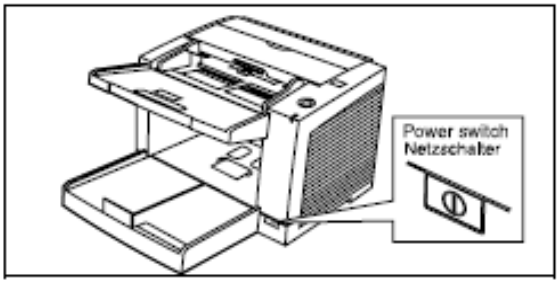
- Do not touch the print head with your hands or with a dirty object.
- Do not subject the ink cartridge to shock.
- If the date marked on the ink cartridge box has expired, the print quality may be affected.
- If the ink cartridge is used six months after unpacking the unit, the print quality may be affected.
- Be sure that the storage temperature is between 32°F and 104°F (0°C and 40°C).
- Store the ink cartridge away from direct sunlight.
- Do not clean the ink cartridge with alcohol.

Component Identification

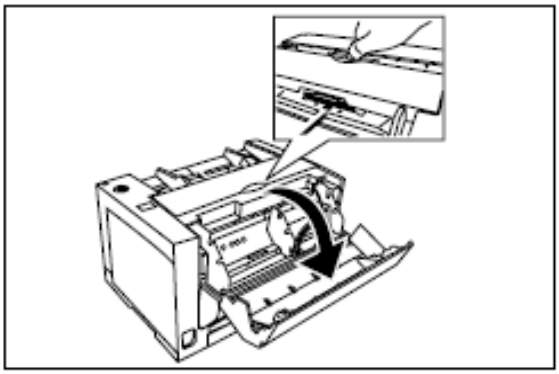


Installing the Imprinter Unit

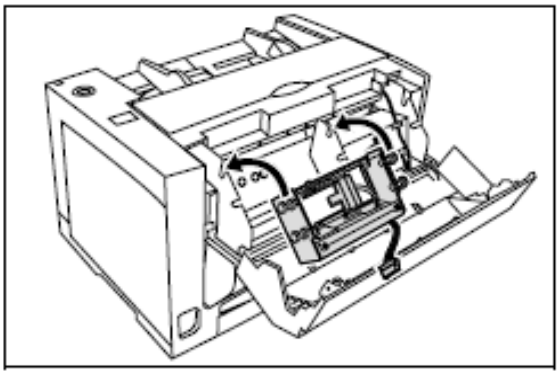
1 Turn off the power to the scanner.



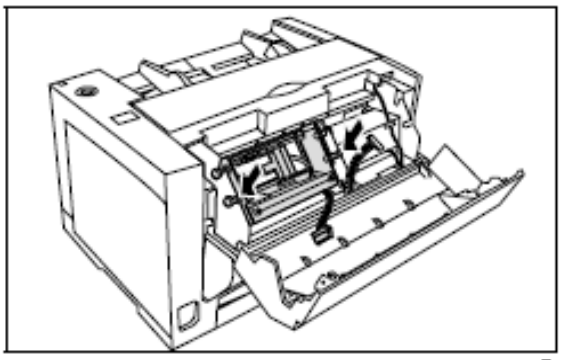
2 Open the imprinter door.



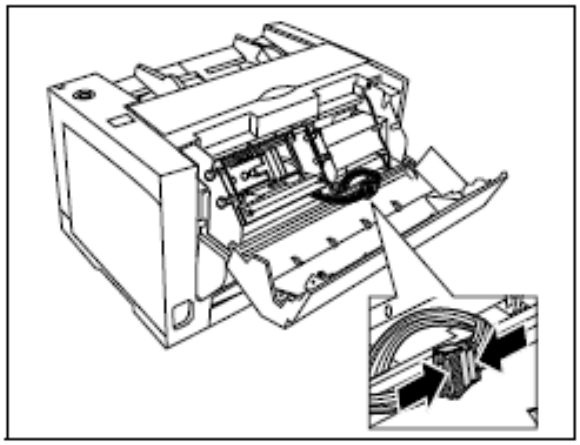
3 Insert the upper pins to the guides by matching the grooves with the guides.



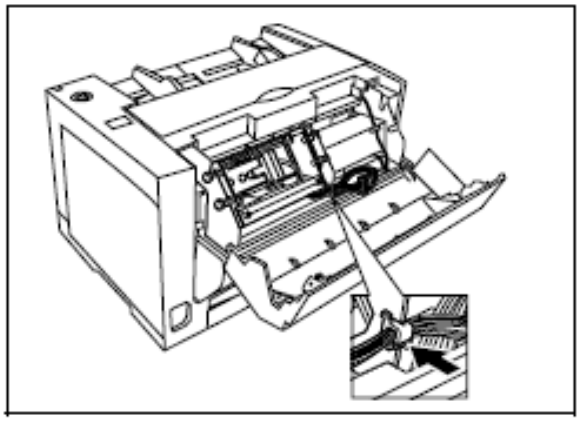
4 Insert the lower pins to the guides until they are locked by the springs.



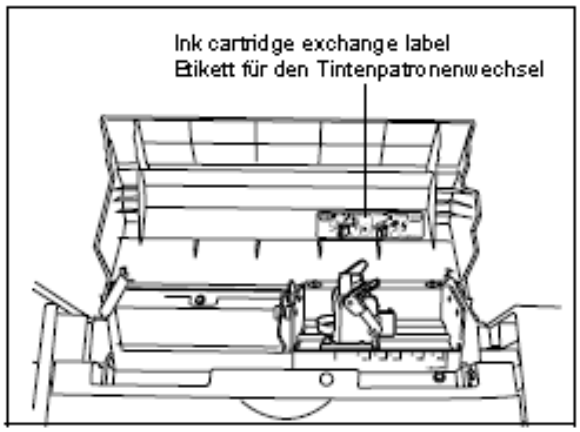
5 Connect the cables.



6 Insert the cables in the clamp.



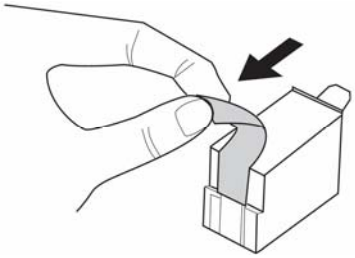
7 Paste the ink cartridge exchange label provided inside the imprinter door.



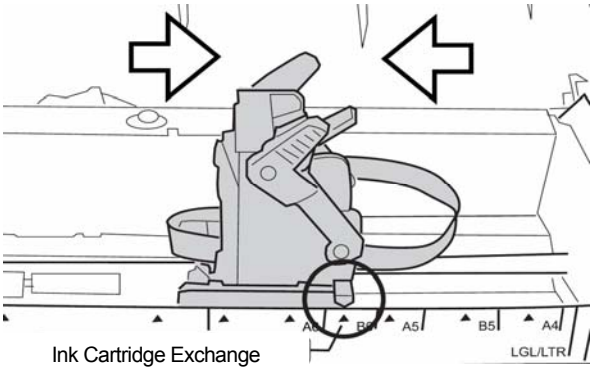
8 Close the imprinter door. When you close the imprinter door, close it securely until the door is locked. Do not slam the imprinter door.

Installing the Ink Cartridge

1 Remove the protective sheet.

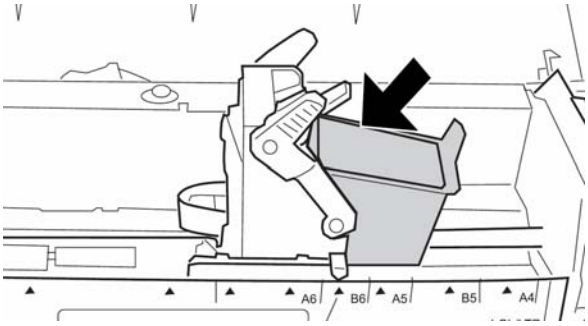


2 Insert the cartridge into the carriage.

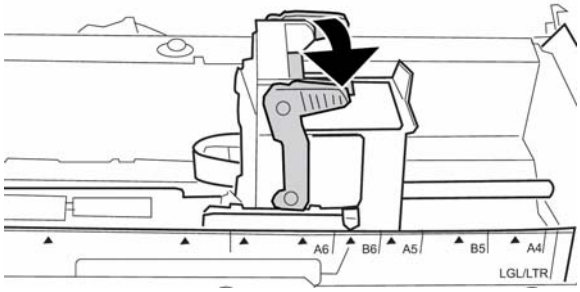


Ink Cartridge Exchange Position

3 Move the carriage to the cartridge exchange position.

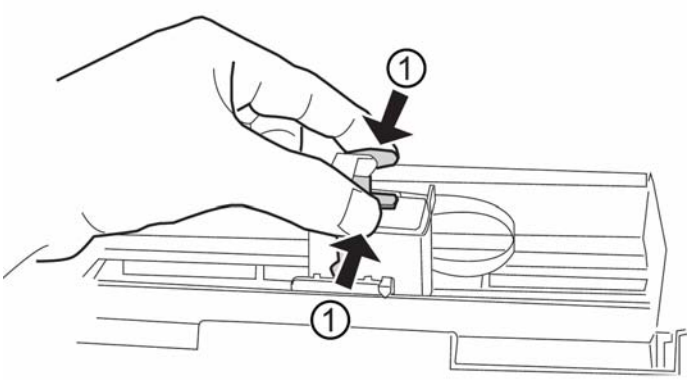


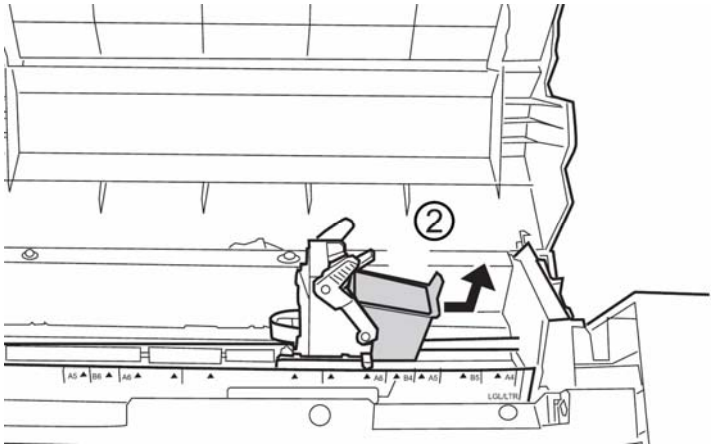
4 Lock the cartridge adjusting lever.



Removing the Ink Cartridge

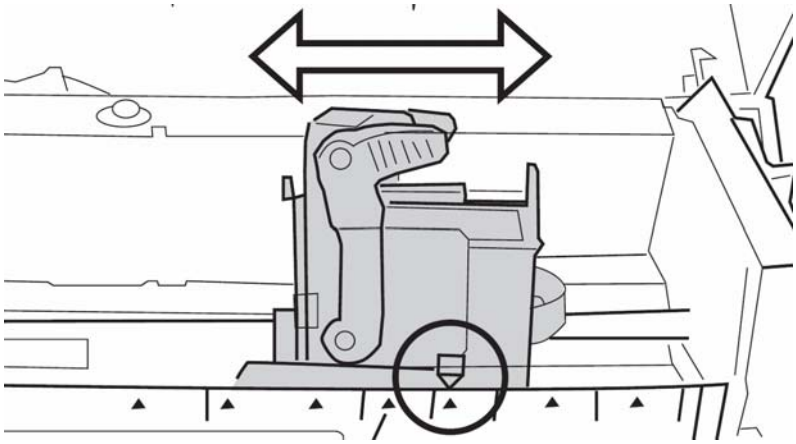
1 Pinch the cartridge adjusting lever ① and lift it ②. You can now remove the ink cartridge.



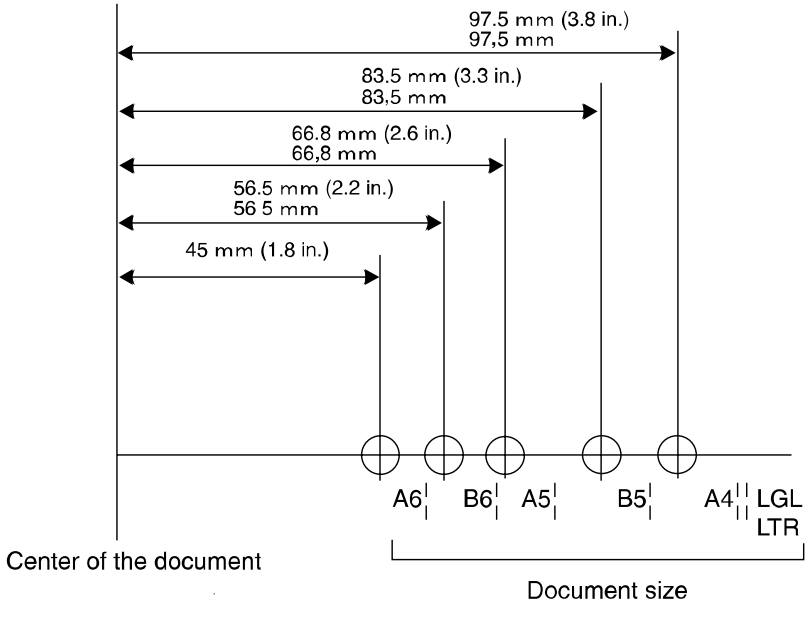


Adjusting the printing position

1 Move the carriage to set desired printing position on the scale. "▲" mark indicates the printing position. Printing is not available in any other position.



Printing Position (1400u only)



Cleaning the Ink Cartridge

If printing becomes faded, perform the following steps:

Cleaning by using the User Utility

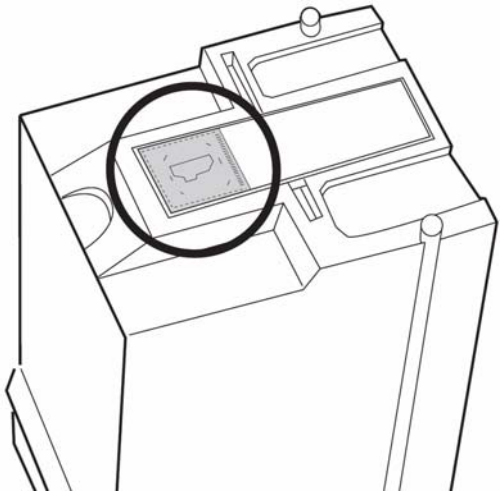
- Click the *Imprinter Cleaning* button on the BBH User Utility program.
- The ink jets and print quality should be improved.

Cleaning dirt on the print head

- Wipe and clean the print head with moistened tissue paper

.

- Do not use any material that includes alcohol (e.g., roller cleaning paper).



➔ **NOTE:**

Depending upon the type of paper you use, ink may leave stain inside the scanner (e.g., rollers). In this case, clean it by using the Roller Cleaning Kit (S005504).

Specifications – Ink Cartridge

Ink cartridge life	Approx. 4 million characters (standard font)
Nozzles	12 nozzles
Unusable document	Plastic film, Coated paper
Storage environment	Temperature: 0°C to 40°C Humidity: 10% to 80% RH
Operating environment	Temperature: 15°C to 30°C Humidity: 30% to 80% RH
Ink cartridge	S005506

Appendix 5 – Ink Cartridge S005506 Installation Manual

Before using this ink cartridge, please read the instructions completely.

CAUTION:

Ink cartridge cautions

- Do not touch the ink head with hands or dirty object.
- Do not subject the ink cartridge to shock.
- If the date marked on the box has expired, the print quality may be affected.
- If the ink cartridge is used six months after unpacking the unit, the print quality may be affected.
- Be sure that the storage temperature is between 32 °F and 104 °F (0 °C and 40 °C).
- Store the ink cartridge away from direct sunlight.
- Do not clean ink cartridge with alcohol.

WARNING:

- Do not disassemble the ink cartridge.
- Do not let ink come in contact with your skin.
- If the ink comes into contact with eyes, rinse the area completely with fresh water.
- If irritation or pain remains after rinsing, consult a doctor immediately.
- Keep the ink cartridge out of children's reach.
- Do not dispose in fire.

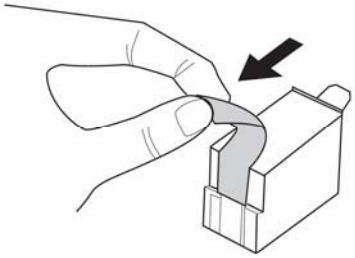
Correcting Faulty Printing

If the head of the ink cartridge is dirty or if the ink cartridge is not used for a long period of time, it may not print properly. In this case, please clean the ink head as follows:

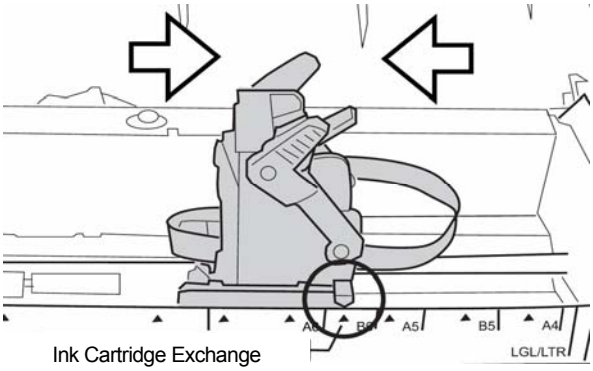
- Clean the nozzles of the ink cartridge with the BBH User Utility software by pressing *Clean Imprinter*.
- Wipe the head of the ink cartridge using a damp tissue. If the ink does not flow even after performing the procedure above, the ink cartridge is at the end of its life, so please exchange with a new ink cartridge. Life of the ink cartridge is approximately 2,000,000 characters (bold font) or 4,000,000 characters (regular font).

Installing the Ink Cartridge

1 Remove the protective sheet.

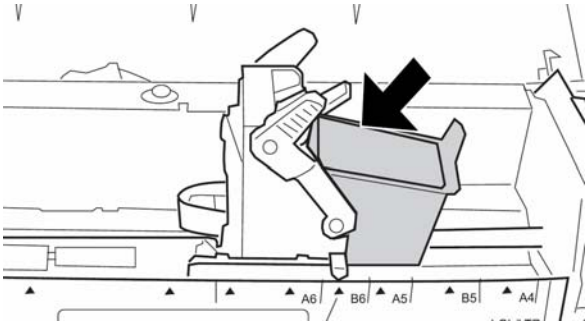


2 Insert the cartridge into the carriage.

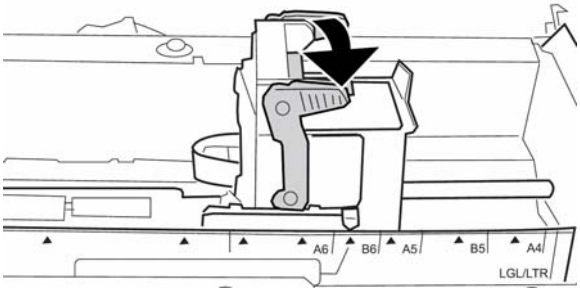


Ink Cartridge Exchange Position

3 Move the carriage to the cartridge exchange position.

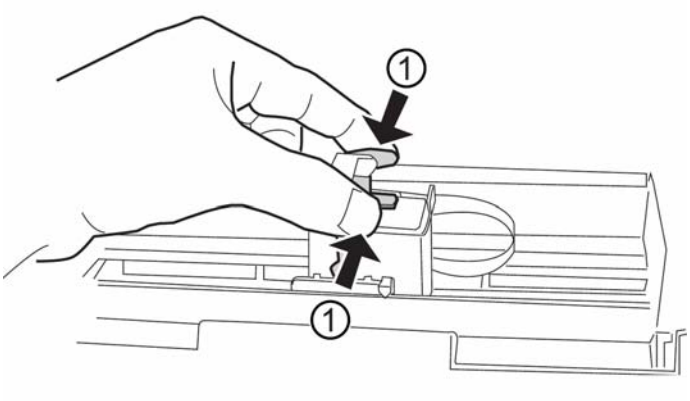


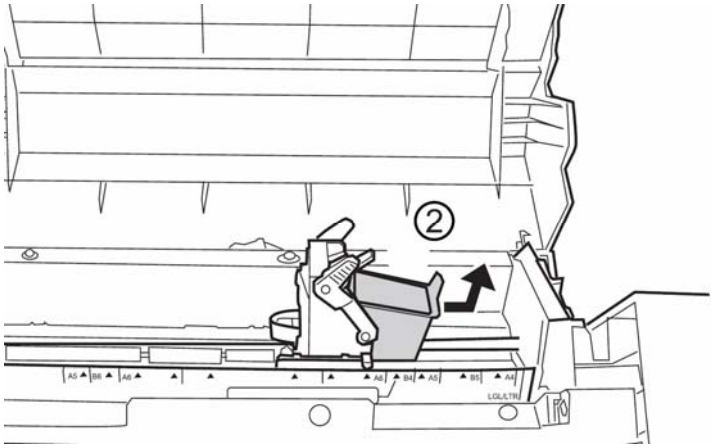
4 Lock the cartridge adjusting lever.



Removing the Ink Cartridge

1 Pinch the cartridge adjusting lever ① and lift it ②. You can now remove the ink cartridge.





Cleaning the Ink Cartridge

If printing becomes faded, perform the following steps:

Cleaning by using the User Utility

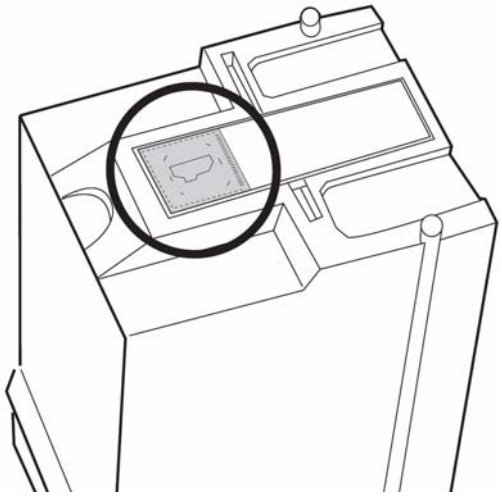
- Click the *Imprinter Cleaning* button on the BBH User Utility program.
- The ink jets and print quality should be improved.

Cleaning dirt on the print head

- Wipe and clean the print head with moistened tissue paper

.

- Do not use any material that includes alcohol (e.g., roller cleaning paper).



➔ NOTE:

Depending upon the type of paper you use, ink may leave stain inside the scanner (e.g., rollers). In this case, clean it by using the Roller Cleaning Kit (S005504).

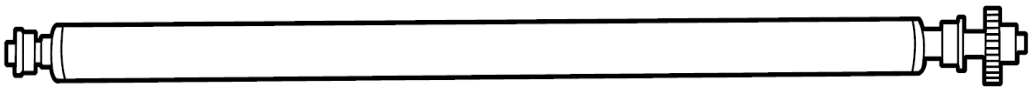
Specifications – Ink Cartridge

Ink cartridge life	Approx. 4 million characters (standard font)
Nozzles	12 nozzles
Unusable document	Plastic film, Coated paper
Storage environment	Temperature: 0°C to 40°C Humidity: 10% to 80% RH
Operating environment	Temperature: 15°C to 30°C Humidity: 30% to 80% RH
Ink cartridge	S005506

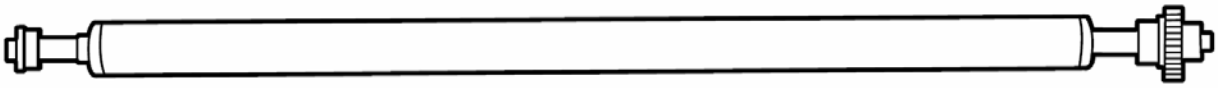
Appendix 6 – White Roller Kit S005505

Installation Manual

Back Sensor Roller (short)



Front Sensor Roller (long)



Please read all instructions carefully before installation.

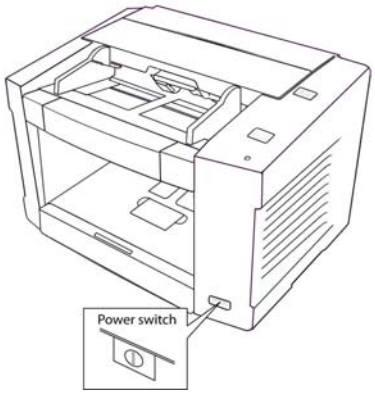
.

➔ **NOTE:**

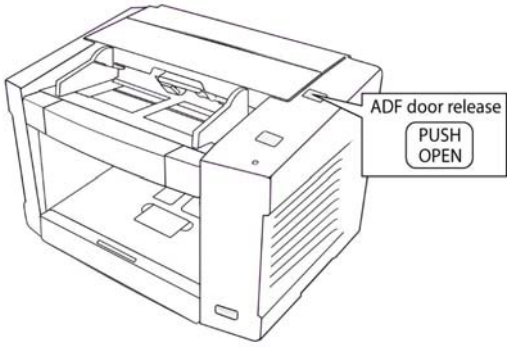
- VRS image enhancement cropping and deskew are not functional with the white roller kit. Please de-select VRS cropping and deskew when scanning with the white sensor roller kit.
- After changing (default) black sensor rollers to (optional) white sensor rollers, run the Shading adjustment utility as described.

Installing the White Sensor Rollers

1 Turn the power off.

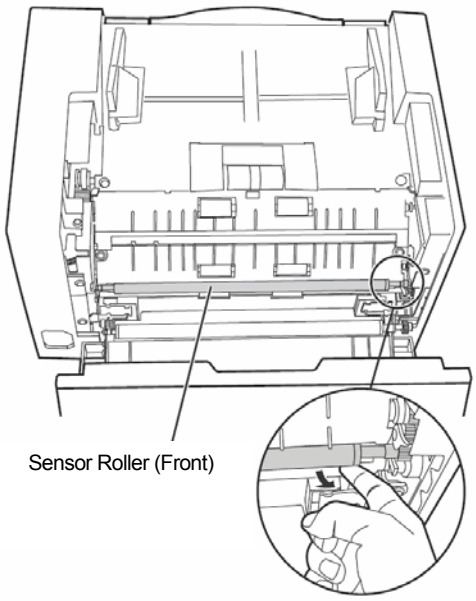


2 Push the ADF door release to open the ADF door.

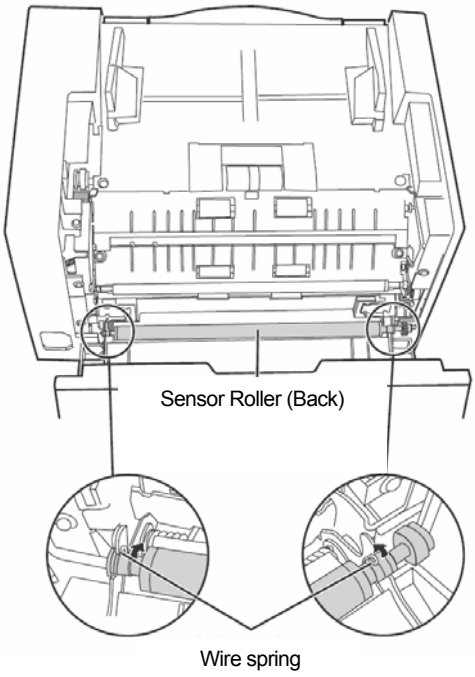


3 Remove the current Front and Back Sensor Rollers.

- Using your fingers, roll up the right side of the Sensor Roller (Front) and remove it.



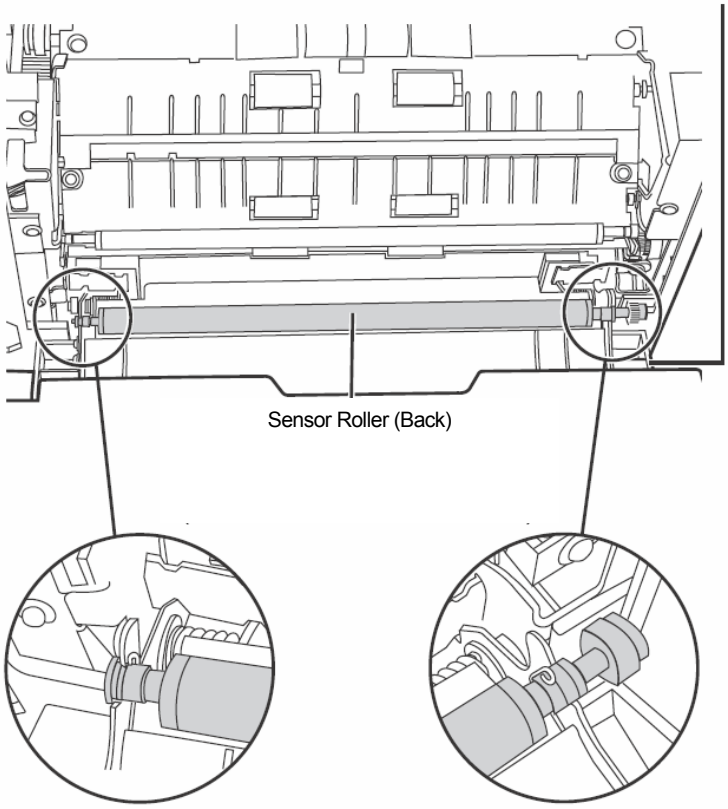
- While pushing the wire springs of both sides, lift the Sensor Roller (Back) and remove it.



4 Install the shorter Sensor Roller (Back) to the ADF door side.

- Placing the non-gear side close to the ADF door release, attach the shorter Sensor Roller (Back) to the ADF door by matching the grooves to the guides.
- Push the Sensor Roller (Back) and confirm that it is locked by the springs on both sides.

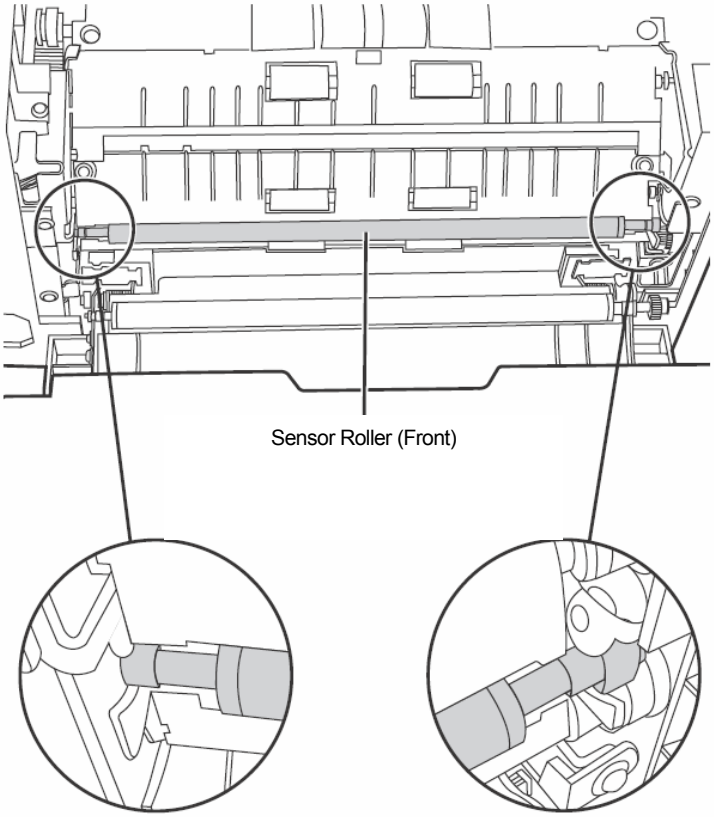
Back View ADF Door



5 Install the longer Sensor Roller (Front)

- Placing the non-gear side close to the ADF door release, attach the longer white Sensor Roller (Front) by matching the grooves to the guides.
- Attach the side close to the ADF door release first, and then attach the other side.

Back View



6 Confirm both Sensor Rollers rotate freely.

- Rotate the Sensor Rollers, pushing them lightly with fingers.

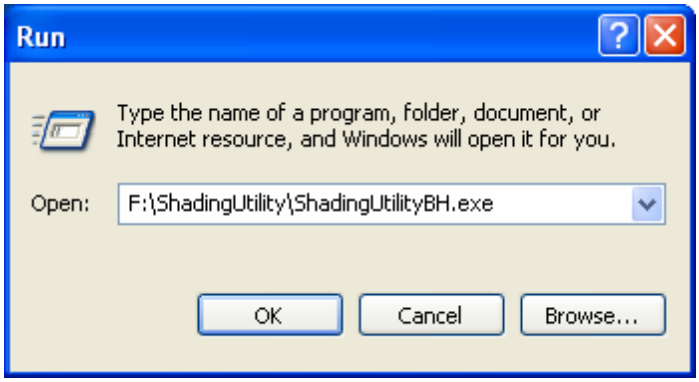
7 Close the ADF door securely until the door is locked. Do not slam the ADF door.

Shading Adjustment

1 Clean the CIS glass and Sensor Rollers with the roller cleaning paper.

2 Turn on the scanner and the host computer.

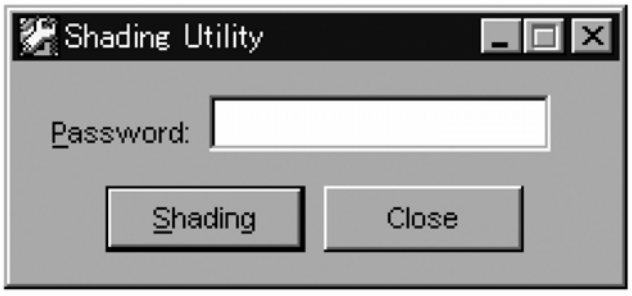
3 Double-click and run the program ShadingutilityBH.exe in the Sidekick CD enclosed with the scanner.



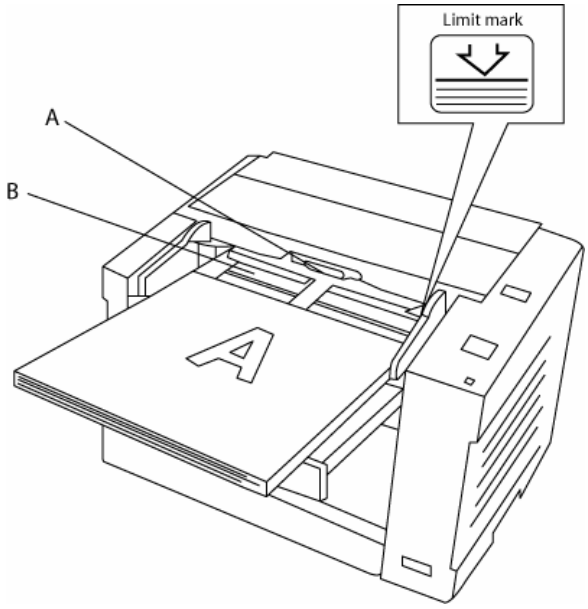
➔ NOTE:

The scanner should be turned on before starting the Personal Computer. Turn on the power of the host computer when the scanner's LED is green.

4 Enter the password (GOSHADING)



5 Place the accessory shading paper S005558 on the feed tray.

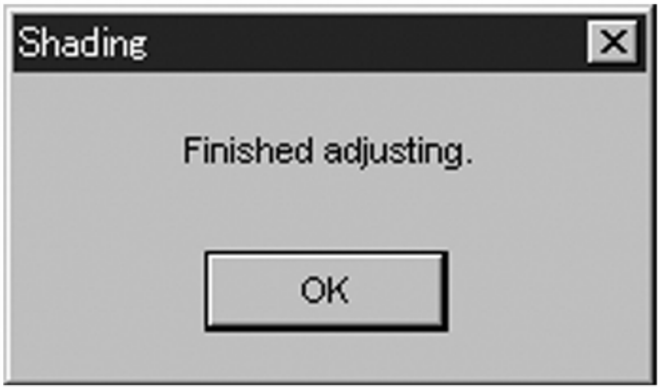


6 Click the *Shading* button. The Shading Dialog box will open and the Shading Utility will start adjusting.

➔ **NOTE:**

If the password is wrong, the alert "Password Error!" will show and the Shading Utility won't start. Do not turn off the power of the scanner and the host computer while adjusting.

7 When the Shading Utility is finished, the Shading Dialog box will read “Finished adjusting.”



➔ **NOTE:** ———————————————————————

If the Shading Utility failed, the Shading Dialog box will read “Failed to adjust.” In this case, clean the CIS glass and sensor rollers again, confirm that the shading paper is clean and retry. If shading still fails, call for service.

8 Click *OK* on the Shading Dialog box and click *Close* on the Main Dialog box.

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